DOCUMENT RESUME

ED 366 354 IR 054 836

AUTHOR Brooks, Monica A.
TITLE West Virginia State College, Drain-Jordan Library, Circulation Department Manual of Circulation Desk Procedures.
INSTITUTION West Virginia State Coll., Institute.
PUB DATE Jun 93
NOTE 88p.
PUB TYPE Guides - Non-Classroom Use (055)

EDRS PRICE MF01/PC04 Plus Postage.
DESCRIPTORS *College Libraries; Library Administration; Library Automation; *Library Circulation; Library Education; Library Personnel; Library Role; *Library Services; Library Standards
IDENTIFIERS West Virginia State College

ABSTRACT

This manual is designed to prepare and aid the staff for expected duties working at the circulation desk at Drain-Jordan Library at West Virginia State College. The manual is divided into sections to help with a quick review of procedures and policies. Topics discussed include an overview of the circulation department; patron registration; circulation of library materials; computer downtime and manual circulation system; delinquencies and fines; additional services, including holds and recalls; reserve collections; money accounting; student assistants; monthly and annual reports; bindery; public service needs at the desk; and emergency procedures. (JLB)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

☐ This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

ED 366 354

WEST VIRGINIA STATE COLLEGE

DRAIN-JORDAN LIBRARY

CIRCULATION DEPARTMENT MANUAL

OF

CIRCULATION DESK PROCEDURES

REVISED JUNE 1993

BY

MONICA A. BROOKS, CIRCULATION LIBRARIAN

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

Monica A. Brooks

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

BEST COPY AVAILABLE

CIRCULATION DEPARTMENT MANUAL

TABLE OF CONTENTS

SECTION I

I	INTRODUCTION	1
1.1	PURPOSE OF THE CIRCULATION DEPARTMENT	1
1.2	CIRCULATION DESK PUBLIC SERVICE	2
1.3	PUBLIC SERVICE RESPONSIBILITIES	2-3
1.4	DESK OPENING PROCEDURE	3
1.5	DAILY DESK MAINTENANCE	4
1.6	DESK CLOSING PROCEDURE	4-5

SECTION II

II	PATRON REGISTRATION	6
2.1	REGISTERING PATRONS	6
2.1.1	WVSC STUDENT REGISTRATION	6
2.1.2	WVGC STUDENT REGISTRATION	7
2.1.3	LOST AND MISPLACED IDENTIFICATION CARDS	7
2.2	WVSC AND WVGC FACULTY AND STAFF REGISTRATION	8
2.3	FACULTY CHILDREN	8
2.4	SPECIAL USERS	9-10
2.5	OTHER GROUPS	10-11

SECTION III

III	CIRCULATION OF LIBRARY MATERIALS	12
3.1	CHARGING OUT MATERIALS FROM THE GENERAL COLLECTION	12
3.2	CHARGING OUT PROCEDURE	13
3.3	BOOKS SENSITITZER	14
3.4	BARCODING PROCEDURES	14-15
3.5	ELECTRONIC SECURITY SYSTEM	16
3.6	INSTRUCTIONAL MATERIALS CENTER	17
3.7	RENEWING MATERIALS	17
3.7.1	RENEWAL PROCEDURES	17-18
3.7.2	BATCH RENEWAL PROCEDURES	18
3.8	CHARGING IN RETURNED MATERIALS	18-19
3.9	OUTSIDE BOOK RETURN	20

SECTION IV

IV	COMPUTER DOWNTIME AND MANUAL CIRCULATION SYSTEM	21
4.1	GENERAL INFORMATION	21
4.2	MANUAL CIRCULATION PROCEDURES	21
4.3	MANUAL NEW PATRON ENTRY	21-22

SECTION V

V	DELINQUENCIES AND FINES	23
5.1	FINES	23
5.2	FINES PROCEDURES	23-14
5.2.1	FINES RECEIPT BOOK	24
5.2.2	LOST BOOK RECEIPT BOOK	24
5.3	FINES RECEIPTS PROCEDURE	24-25
5.4	LOST BOOK PROCEDURES	25-26
5.5	ASSIGNING "LOST & PAID" STATUS TO VTLS RECORD	26
5.5.1	REORDERING PROCEDURES	26
5.5.2	AMNESTY	27
5.6	OVERDUE NOTICES AND BILLING LETTERS	27
5.7	TRANSCRIPT LISTS FOR REGISTRAR'S OFFICE	27
5.8	GRADUATING SENIORS	28
5.9	REGISTRATION	28-29
5.9.1	CLEARANCE PROCEDURES AT THE DESK	29-30
5.9.2	BANNER REGISTRATION CLEARANCE PROCEDURES	30-31
5.9.3	OTHER LIBRARY BLOCKS	31
5.10	TRANSCRIPT LISTS	32
5.10.1	REFUNDS	32-33
5.10.2	FILING REFUND AND RECEIPT PAPERWORK	33

SECTION VI

VI	ADDITIONAL SERVICES	34
6.1	HOLDS PROCEDURES	34
6.2	RETURNED HOLDS	34
6.3	RECALLS	35
6.4	MISSING BOOKS	35-37

SECTION VII

VII	RESERVE COLLECTIONS	38
7.1	RESERVES AT THE CIRCULATION DESK	38
7.1.1	WVSC BOOKS ON RESERVE	38
7.1.2	WVGC BOOKS ON RESERVE	38-39
7.1.3	WVSC REPRINTS/ARTICLES ON RESERVE	39
7.1.4	WVGC REPRINTS/ARTICLES ON RESERVE	39-40
7.2	PLACING ITEMS ON RESERVE	40
7.2.1	LIBRARY OWNED BOOKS, RESERVE PROCEDURES	40-41
7.2.2	NON-LIBRARY OWNED BOOKS, RESERVE PROCEDURES	41
7.2.3	REPRINTS RESERVE PROCEDURES	41-42
7.3	CIRCULATION OF RESERVE ITEMS	42
7.4	REMOVING ITEMS FROM RESERVE	43
7.5	CURRENT PERIODICALS LOCATED AT CIRCULATION DESK	44

SECTION VIII

VIII	MONEY ACCOUNTING	45
8.1	GENERAL INFORMATION	45
8.2	MICROFORM COPIES	45
8.3	CASH AND CHANGE	45
8.4	DAILY ACCOUNTING OF FUNDS PROCEDURES	46
8.5	WEEKEND ACCOUNTING OF FUNDS	46

SECTION IX

IX	CIRCULATION STUDENT ASSISTANTS	47
9.1	GENERAL INFORMATION	47
9.2	SCHEDULES	47
9.3	TIME SHEETS	48
9.4	TRAINING	48

SECTION X

X MONTHLY AND ANNUAL REPORTS.....49
10.1 STATISTICAL RECORD KEEPING.....49
10.2 MONTHLY REPORTS.....49
10.3 STATISTICS INCLUDED IN REPORTS.....50
10.4 ANNUAL REPORTS.....50

SECTION XI

XI BINDERY.....51
11.1 GENERAL INFORMATION.....51
11.2 ASSIGNING BINDERY STATUS.....51
11.3 PREPARING BOOKS FOR THE BINDERY.....52
11.4 RECEIVING BOOKS FROM THE BINDERY.....52

SECTION XII

XII PUBLIC SERVICE NEEDS AT THE DESK.....53
12.1 ANSWERING THE TELEPHONE.....53
12.2 TRANSFERRING CALLS.....53
12.3 PHOTO-COPY SERVICE.....54
12.4 NEW BOOKS.....54
12.5 NON-LIBRARY OWNED MATERIALS.....55
12.6 LOST AND FOUND.....55
12.7 KEYS.....55
12.8 INTERLIBRARY LOAN MATERIALS.....56
12.9 POWER FAILURES.....56
12.10 BUILDING SECURITY SYSTEM.....57
12.11 EMERGENCY EXIT ALARM SYSTEM.....57

SECTION XIII

XIII EMERGENCY PROCEDURES AND SPECIAL SERVICES.....58
13.1 HEALTH EMERGENCIES.....58
13.2 MISCONDUCT OF STAFF OR PATRONS.....58
13.3 CHEMICAL LEAK AND SHELTER IN PLACE EMERGENCY.....58
13.4 DISABLED PATRONS.....58
13.5 HEARING AND SIGHT IMPAIRED PATRONS.....59

APPENDIX.....60-76
INDEX.....77-81

APPENDIX FIGURES USED

FIG. 1 WVSC STUDENT LIBRARY APPLICATION CARD
FIG. 2 WVGC STUDENT LIBRARY APPLICATION CARD
FIG. 3 FACULTY AND STAFF LIBRARY CARDS
FIG. 4 SPECIAL CARD
FIG. 5 DATE DUE CARD
FIG. 6 BARCODED BOOK CARD
FIG. 7 MANUAL CIRCULATION FORM
FIG. 8 COMPLETED RECEIPT
FIG. 9 BOOK ENTRY IN BOOKS IN PRINT
FIG. 10 OVERDUE NOTICE
FIG. 11 TRANSCRIPT LIST FROM REGISTRAR
FIG. 12 GRADUATING SENIOR LIST FROM REGISTRAR
FIG. 13 BANNER CLEARANCE LIST
FIG. 14 BANNER PATRON SCREEN
FIG. 15 REFUND SHEET
FIG. 16 RESERVE BOOK CARD
FIG. 17 RESERVE REPRINT CARD
FIG. 18 PROFESSOR'S CARD FOR FILE
FIG. 19 PERIODICAL CALL SLIP
FIG. 20 DAILY ENTRY SHEET

DRAIN-JORDAN LIBRARY
CIRCULATION DEPARTMENT MANUAL
REVISED JUNE 1993

This manual is designed to prepare and aid the staff working the Circulation Desk for the daily duties expected of him/her. This manual is divided into sections and reference tabbed to help with quick review of procedures and policies. Please become familiar with this manual and ask questions when items do not appear to be very clear, or require explanation. Ask the Circulation Librarian for assistance when in doubt.

SECTION I
INTRODUCTION

1.1 PURPOSE OF THE CIRCULATION DEPARTMENT

The Circulation Department is the nerve center of all the transactions that occur between the library and the library user. The mission of the Circulation Department is to serve the students, faculty, and staff of both West Virginia State College and the West Virginia Graduate College. The purpose of the Circulation Department is to: maintain accurate library records of students, faculty, and staff registered to borrow materials; maintain records of the library materials charged to the above mentioned library users, maintain accurate records of the location of materials in general circulation, direct library users to Librarians on duty, specific departments, and specific library services; maintain the book stacks and reshelve areas, maintain up-to-date records of monies collected for overdue fines, give change to students, maintain records for lost books, give refunds for photocopier and microform reader/printer errors, and submit monthly/annual reports as required by the Library Director.

1.2 THE CIRCULATION DESK PUBLIC SERVICE

Public service is the essential part of the Circulation desk attendant's duties at the desk. The general public will come in contact with the staff at the desk before they see anyone else. They will also encounter the Circulation Staff before they exit the building with their newly charged out materials. Appearance of dress and disposition are key items that will influence the library user's impression of the library as a whole. The staff is expected to dress neatly and maintain a cheerful attitude. Duties must be carried out with politeness to the users and fellow staff members.

1.3 PUBLIC SERVICE RESPONSIBILITIES

It is the responsibility of the staff members working the Circulation Desk to:

1. Open/close the desk areas in morning/evening.
2. Charge books in/out of the library.
   * To charge-in books, you must run the light pen over the barcode in the book. This is referred to as "wanding." The barcode is usually on the inside cover for hardback books, title page for paperback books.
   * Sometimes the barcode on the books will not work when you attempt to wand them in. If this occurs, manually type the ten digit number located under the barcode and press the return key.
3. Maintain Circulation statistics.
4. Charge in/out reserve materials.
5. Charge in/out current controlled periodicals.
6. Maintain the daily accounting of funds.
7. Give change for bills no larger than a $5.
8. Accept fines for overdues and lost items.
9. Write receipts for all money transactions.

10. Enter and update patron files.
11. Place holds on materials for borrowers.
12. Perform courteous public service and referral.
13. Maintain a tidy and efficient workspace.

* Any problems that may be encountered at the desk by a staff member are to be referred to the Librarian on duty as soon as possible.

1.4 DESK OPENING PROCEDURE

Each Circulation Staff member is assigned to open the desk areas on specific mornings during the regular work week. Consult your personal schedule. On assigned mornings, report at 7:50 a.m. Weekend hours may vary. At the desk, check the following:

1. Turn on lights for the lobby/Circulation areas.
2. Turn on HP light pen for both terminals.
3. Log on the terminals: HELLO YOUR NAME,CIRC.CLAS01
4. PASSWORD: password is confidential; consult Librarian.
5. Retrieve desk keys.
6. Count and sign-in new money bag.
7. Unlock doors.
8. Turn on public HP terminals in lobby.
9. Charge-in books from outside book drops.
10. Change date-due stamps to reflect new date.
11. Unlock workroom and turn on lights.
12. Turn on photocopiers and fill trays with paper.

* See APPENDIX for a full description/location of desk items.

1.5 DAILY DESK MAINTENANCE

While working at the Circulation Desk, the following duties are to be carried out when the staff member is not helping a patron:

1. Charge-in and sensitize books and place on designated trucks/shelves.
2. Charge-in reserves and refile or reshelve.
3. Refile current periodicals at desk.
4. Tally in-house books left on desk and place on reshelve truck.
5. Enter new patron files online.
6. Review patron files for delinquencies on transcript requests sent over from Registrar's Office.
7. Full trucks must be charged-in a second time by re-wanding their barcodes with the light pen. Place them in the workroom with a green "READY" card indicator.
8. Full trucks that cannot be charged-in for the second time must be placed in the workroom with the red "/I" card indicator.

As each desk attendant leaves the desk or work area, counter tops and book shelves in the desk area should be left neat and orderly.

1.6 DESK CLOSING PROCEDURE

Before closing, the staff member assigned to the desk should tidy up the main lobby area by removing any trash from the index tables, replacing indexes to their correct shelf and order, and pushing the chairs neatly under the tables. In addition, be sure the following tasks are completed at the desk:

1. Charge-in and sensitize all books in book return.
2. Place books on the cart in rough call number order.
3. Separate newly barcoded cards according to WVSC or WVGC ownership. Count and indicate numbers in correct places on statistics sheet.

4. File completed applications in correct file drawer.
5. Lock doors 15 minutes before closing time.
6. Log off terminals: /QUIT
7. Turn off wands.
8. Note problems or unusual occurrences in daily log.
9. Count money and sign out on accounting form.
10. Place money bag in brown file cabinet.
11. Lock up the money in Circulation workroom.
12. Turn off copiers and one bank of lights in workroom.
13. Close workroom door.
14. Take out a new statistics sheet from the bottom of the statistics clipboard and place it on top.

* For a summary of VTLS commands, see APPENDIX.

SECTION II
PATRON REGISTRATION

2.1 REGISTERING PATRONS

Library users granted borrowing privileges must be students, faculty members, or staff members of West Virginia State College or the West Virginia Graduate College. WVSC students must provide a valid student I.D. card with the Cashier's paid sticker on front indicating the current semester. If a student does not have the Cashier's sticker on his/her I.D. card, a class syllabus or tuition receipt will be acceptable temporarily. Stress to the student that s/he must see the Cashier as soon as possible.

2.1.1 WVSC STUDENT REGISTRATION

1. Ask to see student I.D. card.
2. Look for current Cashier sticker.
3. Enter N/SURNAME to insure student is not already in the database.
4. Have student fill out front and back of a white application card (located in file drawer # at front of desk).
5. Place a WVSC barcode on the back of the student's I.D.
6. Enter /P and wand in barcode using light pen.
7. Enter data as prompted.
8. Type SHOW or F1 to see patron record.
9. Enter 13 and type Social Security number.
10. Enter 14 and type CIRC/SIG for circulation agreement.
11. Type SHOW or F1 to see patron file at any time.
12. Check to be sure all information on screen is correct.
13. Initial and date application card and place in correct drawer.

FIGURE 1. EXAMPLE OF WVSC STUDENT LIBRARY APPLICATION CARD
SEE APPENDIX PAGE 60.

2.1.2 WVGC STUDENT REGISTRATION

1. Ask to see student I.D. card. If student does not have one, charge the WVGC student list located in Circulation Stand-up file under desk.
2. Enter N/SURNAME to insure student is not already in the database.
3. Pull WVGC yellow application card and plastic library card from correct file drawer.
4. Have student fill out front and back of application card. Barcode is already on the back of the student's new library card.
5. Enter /P and wand in barcode with light pen.
6. Enter data as prompted. Be sure to indicate status as "GD" for graduate student.
7. Type SHOW or F1 to see patron record.
8. Enter 13 and type Social Security number.
9. Enter 14 and type CIRC/SIG for circulation agreement.
10. Type SHOW or F1 to see patron file at any time.
11. Check to be sure all information on screen is correct.
12. Initial and date application card and place in WVGC drawer.

FIGURE 2. EXAMPLE OF WVGC STUDENT LIBRARY APPLICATION CARD APPENDIX PAGE 60.

2.1.3 LOST AND MISPLACED IDENTIFICATION CARDS

If a student wants to charge out books, but does not have an ID with him/her, check the computer print-out of currently enrolled students to verify them. If the student is in VTLS, books may be charged out. If the student presents a new ID but still has a file in VTLS, place a new barcode on the new ID and ask him/her to complete a new application for circulation agreement files. If two records are online for the same patron, the Circulation Librarian will delete the inactive file.

2.2 WVSC/WVGC FACULTY AND STAFF REGISTRATION

The faculty and staff of both West Virginia State College and the University of West Virginia College of Graduate Studies are not routinely issued I.D. cards. Follow this procedure:

1. Check the staff directories located under the phone for verification of the faculty/staff member's status.
   * For WVSC new and part-time faculty who are not in the directory, contact Academic Affairs, X3145.
2. Have the faculty/staff member fill out the appropriate application card (white for WVSC, yellow for WVGC).
3. Place the WVSC barcode on a yellow card specifically marked WVSC FACULTY from the wooden card box.
4. WVGC faculty/staff will receive a plastic library card identical to student cards. These are placed on file for the faculty/staff member. Look for corresponding drawer.
5. WVSC cards are also placed on file for WVSC faculty/staff. Look for corresponding drawer.
6. Enter information in patron file following same routine as items 6-12 of student registration.

FIGURE 3. EXAMPLE FACULTY AND STAFF LIBRARY CARDS, SEE APPENDIX PAGE 61.

2.3 FACULTY CHILDREN

Written permission must be given by a faculty/staff member before a child can use the parent's library card. These letters are placed in the Stand Up File at the Circulation Desk. If an offspring is a WVSC student, then s/he must register for library services separately.

2.4 SPECIAL USERS

Requests sometimes are made by members of the general public to use the Drain-Jordan Library to charge out materials. The library is available to any individual who wishes to use materials IN the library as long as this privilege is not abused; however, not all requests to charge materials out of the library can be honored because the main priority is to serve the faculties and students of WVSC and WVGC.

Applications for special cards (see example) should be issued only by a Librarian. After the application is completed, a 3 x 5 card including the applicant's name, phone number, and expiration date is attached to it and both are forwarded to the WVSC director of the library for consideration. **The WVSC director takes both WVSC and WVGC requests. NOTE: The WVGC library director is not to arbitrarily approve Special Cards without first having a discussion with the WVSC Library Director.**

1. The WVSC library director will either approve or reject the application by writing his/her decision in the upper right corner of the application.
2. Approved cards are filed at the Circulation Desk in alphabetical order in the SPECIAL card holder's file drawer.
3. Cards for applicants who have been rejected for special cards are filed in the same drawer behind the "REJECTED" tab.
4. If the applicant has been approved for a special card by the WVSC director, he or she is given a library card application (found in a drawer at Circulation Desk labeled BLANK WVSC APPLICATIONS) to complete, and the barcode is attached to the 3 x 5 inch card.
5. A WVGC approved applicant is given a WVGC application to complete and the plastic library card is filed in front of the 3 x 5 inch card in the special card holder's drawer.

6. Verify that all information to be entered into VTLS is complete and legible.
7. The patron class is OT and entered into the computer as such.
8. Use line #14 to indicate the expiration date of the borrowing privilege.
9. Previously set parameters will permit the special card holder to charge out only five books and no renewals.
   * Individuals who have been granted special cards before March 1, 1985, must reapply.
10. Special card holders who have accrued fines or lost materials will immediately have all borrowing privileges revoked.

Students of local schools (K-12) are not issued borrower's cards unless enrolled in WVSC-sponsored off-campus classes. School students may use resources within the library.

The State-wide Borrower's card issued by public libraries is NOT honored. Persons requesting to use this card to charge books out should be asked to complete a special card application.

FIGURE 4. SPECIAL CARD EXAMPLE, SEE APPENDIX PAGE 61.

2.5 OTHER GROUPS

Students in programs of other institutions of higher education and independent agencies who take classes offered in this area may be granted borrowing privileges by the summer or regular semester term. All students who are a part of these programs will receive TR status when they are put into the computer at registration. They will be deleted at the end of the term agreed upon for their individual programs. The Circulation Librarian will delete patrons. A full list of such students will be located in the Stand-up file at the Circulation Desk.

All who work the desk will be notified of a new group and asked to consult the list before giving a special group member a card. Examples of these students are: CAMC affiliated students, Union Carbide affiliated students, WVU Social Work students, summer Upward Bound students, and Cooperative Ed.D. students.

SECTION III
CIRCULATION OF LIBRARY MATERIALS

3.1 CHARGING OUT MATERIALS FROM THE GENERAL COLLECTION

Patrons who use the Drain-Jordan Library have the freedom of open book stacks. This means that they locate the books which they wish to charge out of the library themselves. Fifty books per patron is the semester limit! It is a good practice to tell each user who charges out materials that s/he will be held responsible for all books charged to his/her library card number.

Books in general circulation may be charged out for 30 days during regular semesters and summer terms. At the end of each semester or summer term, a default due date is programmed into the computer and items are all due by a prescribed date at the end of the term. The default command is: \X. All staff will be notified as to when default status begins each term.

The computer will automatically make allowances for previously entered college holidays and not set return dates on these days. Books may be renewed one time for an additional loan period if not overdue and if not in demand.

The following procedure should be followed by the desk attendant when charging books out to a patron.

3.2 CHARGING OUT PROCEDURE

1. Ask for a patron's identification card and check to see that it is validated for the current semester. If a patron lacks ID or validation, send the patron to the Cashier. (See previously mentioned sections for registering patrons, 2.1.)
2. If the patron presents a currently validated ID with a barcode on the back or a WVGC current ID and library card, enter the command /O (return) and enter the barcode number by wanding it with the light pen. If the light pen does not read the barcode, type the number in and press return.
3. At the prompt for the item number, enter the barcode number from the book using the light pen. If the light pen does not read the barcode, type the number in and press return. If the book does not have a barcode, see section 3.3 on Barcoding Procedures.
4. After five charge outs, the screen will ask if charge outs are to the same patron. If so, enter "S". If "S" is not entered, the screen will prompt for a new patron number.
5. Stamp a date due card and insert it in the pocket of the book. Faculty books are due at the end of the semester. The faculty stamp is in a box behind the date due cards.
6. De-sensitize each book. Make sure the book sensitizer is switched to "Desensitize" mode. For an explanation, see 3.3 "BOOK SENSITIZER" below.
7. Count the number of books charged out by classification letter and note how many from each section circulated on the statistics sheet.
8. Enter the statistics under WVSC or WVGC ACCORDING TO THE TYPE OF STUDENT CHARGING THE BOOKS OUT. If the books were charged out to a faculty member, also count the books under the heading for faculty.

FIGURE 5. EXAMPLE OF DATE DUE CARD, SEE APPENDIX PAGE 62.

3.3 BOOK SENSITIZER

Each book is sensitized in order to prevent theft. This means that if a patron attempts to leave the library with materials that have not been properly charged out, the electronic security system will detect a magnetized security strip in the book and sound the alarm.

Under the Circulation Desk, there is a sensitizer unit that activates and deactivates the security strips in the books that are charged in and out of the library. A switch on the unit changes the mode from "sensitize" to "desensitize." Change the mode and place the spine of the book in the groove of the sensitizer unit.

The book sensitizer unit also indicates if the books have security strips in them. A red light is luminated when books are properly equipped with security strips. When the book does not have one, the red light does not come on. This indicates that the book must be placed on the cart to be stripped.

3.4 BARCODING PROCEDURES

Books which are not barcoded when the student presents them for charge out are barcoded at the desk. BE SURE THAT THE BOOK DOES NOT HAVE A BARCODE BEFORE ASSIGNING IT A NEW ONE. Duplication creates many problems when the staff attempts to rectify the mistake.

1. Examine the book pocket, title page, or edges of pages to determine ownership. Books identified as Kanawha Valley Graduate Center are WVGC books.
2. Use WVGC barcodes for WVGC books and State barcodes for State books. Place one of the two barcodes on the charge out card and one in the book. The charge out card contains the call number of the book.

3. For hardback books, place the barcode vertically in the upper left hand corner inside the front corner.
4. If there is duplicated printed matter on the inside of the front and back covers, place the barcode as designated in #3. If the materials are an unusual shape and this is not possible, barcode as for a paperback and/or use your discretion for placement.
5. For paperback books, place the barcode vertically on the title page in the upper right corner 1/4 to 1/2 from the edge.
6. Place the duplicate barcode on the charge out card vertically. BE SURE THE BARCODE IN THE BOOK MATCHES THE BARCODE PLACED ON THE CARD.
7. If there is no charge out card in the book, create one on a scrap piece of paper, listing call number, author, title and accession number (WVSC books only).
8. Write the following information on the barcoded charge out card in order of preference:
    1) Copyright or publication date
    2) Library of Congress Number (nn-nnn)
    3) Name of Publisher.
9. In order for the Cataloging Department to locate the MARC record from OCLC, it is necessary to have the information from the above list.
10. Place barcoded cards at front of wooden tray.
11. Now the book can be charged out of the library. Follow regular charging out procedures. (See 3.2.)

FIGURE 6. EXAMPLE OF BARCODED BOOK CARD, SEE APPENDIX PAGE 62.

3.5 ELECTRONIC SECURITY SYSTEM

A 3M Tattle Tape electronic security system was installed at the front entrance to reduce losses to the library's collection. The system will beep loudly when a patron attempts to leave the library with a book or materials that are sensitized.

1. The attendant at the Circulation Desk is to ask the patron to please return to the desk.
2. The attendant is to ask the patron to remove materials from book bags or backpacks. NOTE that textbooks from the WVSC bookstore will also set the security system off.
3. Desensitize properly charged out materials and return them to the patron.

If books that have not been properly charged out have caused this problem, simply inquire if the patron wishes to charge them out. If a periodical or reference book has triggered the system, remind the patron that these items are to be used in the library.

If a patron is attempting to steal materials, ask the patron to return the materials in question. If a patron does not heed your request and continues to leave the library with the materials, do not attempt to apprehend him/her. Call Security immediately and give the reporting officer a detailed description of the patron. Make note of physical characteristics and any unique items the patron was wearing or carrying. Fill out an incident report to document the event.

NOTE: Periodicals and reference materials are sometimes permitted to circulate. The Librarian who has granted permission for these materials to leave the library should inform the Circulation Desk attendant, so that the alarm can be turned off to permit the patron to leave the library. DO NOT DESENSITIZE THESE MATERIALS.

3.6 INSTRUCTIONAL MATERIALS CENTER

All materials from the Instructional Materials Center (IMC) must be charged out in the IMC. However, the students may stop at the Circulation Desk to get these materials desensitized before leaving the library. DO NOT ATTEMPT TO DESENSITIZE cassette tapes, video tapes, or computer disks.

Materials can be charged in and out at the Circulation Desk if they are barcoded. (See regular charging out procedures, 3.2). All nonbarcoded materials must be handled in the IMC.

3.7 RENEWING MATERIALS

Books in general circulation may be charged out for ONE loan period and may be renewed for an additional loan period, if not overdue, if not in demand, and if a hold has not been placed on the book. Special card holders (Patron class OT or TR) may not renew books.

3.7.1 RENEWAL PROCEDURES

Procedure for general renewals:

1. When a patron asks to renew materials, enter the command /R.
2. Use the light pen to wand over the barcode(s) of the book(s) to be renewed.
3. Stamp the new date due on the card.

Procedure for phone renewals:

1. Enter the command /R.
2. Ask the patron to read the barcode numbers slowly.
3. Enter the barcode numbers manually and press return.
4. Type carefully to insure that the number is correct.
5. Tell the patron the new due date.

Procedure for renewal of overdue materials:

1. The patron must pay the overdue charges before materials can be renewed for an extended loan period.
2. Charge in the items. The computer will tabulate the fines.
3. Tell the patron how much s/he must pay.
4. Take in the fine. (See 5.3 for fines receipt procedures.)
5. Charge materials out to patron for another 30 day period. (See 3.2 for charging out procedures.)

3.7.2 BATCH RENEWAL PROCEDURES

A BATCH RENEWAL is a complete renewal of all items on a patron's file in the computer. Often, it is too cumbersome to charge in each item individually. The computer will renew all items at once if you type the following:

1. View the patron's activity screen. (PA command)
2. At the prompt, type "RNEW".
3. The message at the bottom of the screen will indicate that the items are "flagged for batch renewal."
4. Tell the patron the new due date.
5. The patron will receive a letter in the mail notifying him/her of their renewal and new due date.

3.8 CHARGING IN RETURNED MATERIALS

Books found in the book return and book drops must be charged in via the VTLS computer system. Items with IMC designation over the call number are placed on the low table at the Circulation Desk (labeled "IMC Only") to the left of the book drop after they are charged in once. The following procedures are used to charge in returned books.

1. Enter the command /I.
2. Run the light pen over the barcode for each book.

3. Watch the screen to be assured that proper charge in has occurred. When proper charge in occurs, the screen will say "This item belongs to: (location code), charge in completed (000002)". The number in parenthesis indicates the number of books charged in.
4. If the screen says "This item has been requested at Drain Jordan Library. Press any key to acknowledge", enter "P" and the system will display the person who has put this book on hold.
5. Note the person's name, phone number and today's date.
6. Call him/her and say that the book will be on the hold shelf at the Circulation Desk for one week.
7. If unable to contact the patron, leave the book on top of the bookcase.
8. If the patron is WVSC Cataloging or WVGC Cataloging, place it on the shelf labeled "Hold for Cataloging".
9. Sensitize each book by slowly pushing the spine along the groove in the book sensitizer under the counter.
10. If the red light on the book sensitizer comes on, the book should be placed on the return cart in rough call number order.
11. If the red light on the book check does NOT come on, the book should be placed on the cart for items that are to be security stripped.
12. If at all possible, it is a good practice to charge books in while the patron is still at the desk. Any fines, long overdues, and other problems can be resolved at that time.
13. When a truck of books to be shelved is completely full, charge each in a second time. This is to insure that it has been charged in properly and removed from the patron's file. If it is not possible to do this immediately, insert a pink flag labeled "/I" into one of the books on the truck and put the truck in the workroom. Flags are located on the counter in the workroom.

3.9 OUTSIDE BOOK RETURN

Two book returns have been provided for returning materials when the library is closed. One is at the front of the library and the other is at the back of the library at the loading dock. The keys to these drop boxes are in the left drawer of the Circulation Desk. Boxes are to be emptied Monday through Friday.

During holidays when the library is closed, book drops often fill up quickly. It is important to empty them so materials do not become too crowded, damaged, or stolen. A staff member will be assigned to empty the book drops during holidays. The staff member assigned will arrange his/her compensatory time off with the Director of the Library.

SECTION IV
COMPUTER DOWNTIME MANUAL CIRCULATION SYSTEM

4.1 GENERAL INFORMATION

Occasionally, there will be computer downtimes for regular back-ups and maintenance. During these times, the Circulation staff MUST perform all duties of the computer manually. **It is important to record all information accurately to avoid problems.**

4.2 MANUAL CIRCULATION PROCEDURES

1. Sheets to record patron and book barcodes are on the clipboard under the daily stacks sheets.
2. A computer-generated fines list will be at the Circulation Desk in order by patron name.
3. When a patron comes to the desk to charge out materials, check the fines list to see that patron does not have fines or delinquencies.
4. Record the patron number from the student ID card on the space provided. List the patron's last name and first initial as well.
5. List the barcode numbers from each book. Be sure to record these numbers carefully. PLEASE DOUBLE CHECK YOUR NUMBERS!

FIGURE 7. EXAMPLE OF MANUAL CIRCULATION FORM, SEE APPENDIX PAGE 63.

4.3 MANUAL NEW PATRON ENTRY

1. When a new patron wishes to register for a library card and the computer is down, have the patron fill out the necessary cards as outlined in section 2.1.

2. Instead of recording the information in the computer system, record the patron number and name information on the manual circulation sheet indicating that this is a "NEW PATRON."
3. Follow Manual procedures above in section 4.2.

When the computer is operable again, enter the information recorded on the manual circulation sheets. Enter each number carefully and be sure that all of the information is correct.

SECTION V
DELINQUENCIES and FINES

5.1 FINES

Fines are monetary penalties imposed on patrons who do not return books on the designated date due. The fine rate is .10 per day, per book, on all books from the general collection. Each patron is given a ten-day grace period. On the tenth day, 1.00 is due. The computer will calculate the fines a student or special OT patron owes at the time the materials are returned. Faculty and staff are not charged fines.

5.2 FINES PROCEDURES

1. To bring up a patron's record, type "/p" and wand in the barcode number from the patron's ID card.
2. To determine how much is owed, type "PA" command for "patron activity."
3. Enter the command "F" for "fines," from the "PA" screen.
4. If the student pays all of the fines due, enter "full."
5. Make out a receipt for the patron from the "FINES." (For instructions on how to make out a receipt correctly, see 5.3)
6. If he or she pays part or if only a part of the fine is being charged, enter "part," and the amount in cents.
7. To calculate a fine when the computer is down, begin with the due date, but do not include the date the book is returned.
8. The maximum fine per book should NEVER exceed the cost of the book.
9. See the Circulation Librarian if the fine tabulated by the computer exceeds $15.00, and refer the patron to the Circulation Librarian. The Librarian may have to adjust t fine according to the cost of the book.

NOTE: If old books are returned to the library and not in the computer system, bring these materials to the Circulation Librarian.

5.2.1 FINES RECEIPT BOOK

The State of West Virginia requires that accurate records be kept of all monies received by any department, agency, or unit in state government; therefore, a receipt must be WRITTEN FOR ALL MONIES COLLECTED as fines. The fines receipt book is labeled and located in the front drawer of the Circulation Desk.

5.2.2 LOST BOOK RECEIPT BOOKS

Lost book receipts are to be separate from fines. There are TWO receipt books. One is labeled "WVSC Lost Books." The other is labeled "WVGC Lost Books." When a patron pays for a lost book, the clerk must write a receipt designating ownership in the correct receipt book. Status must be assigned to the book's record in the computer. See the following procedures for lost books below.

5.3 FINE RECEIPTS PROCEDURE

1. After books are charged in, type in the "PA" command to bring up "patron activity."
2. Locate patron fines by hitting "F" in the "PA" screen. Fines will already be tabulated.
3. Tell the patron the amount.
4. Retrieve correct receipt book labeled "FINES" from the front drawers of the Circulation Desk.
5. Ask the patron's method of payment, cash or check.
6. Ask the patron to make checks out to "WVSC LIBRARY." Also ask patron to indicate phone number and Social Security number on the check.

7. Fill out receipt correctly. Include the following:
   -date
   -patron's name
   -cost of fines
   -method of payment (cash or check)
   -barcode number of the patron.
8. The desk attendant's name should be written on the bottom line of the receipt.
9. Collect patron's money and place the money and pink receipt in money drawer.
10. Lock it in money drawer.
11. Give patron the white copy of the receipt.

FIGURE 8. EXAMPLE OF COMPLETED RECEIPT, SEE APPENDIX PAGE 63.

5.4 LOST BOOK PROCEDURES

When a library item is reported lost, the stacks should be thoroughly checked, and the student should be encouraged to look at home, in the car, etc. If a book is surely lost, its price should be looked up in Books In Print. If the book is no longer in print, charge the following: $25 for paperback, and $35 for hardback plus a $5 processing fee assigned to each book lost.

1. Retrieve correct "Lost Book" receipt book according to ownership of book. (This information is on the VTLS screen, 2180000000=WVSC, 2190000000=WVGC.)
2. Charge the book in. Since the book is not in hand, type in the barcode number carefully.
3. Do not clear fines if there are any tabulated on the screen.
4. Fill out receipt correctly. Include the following: date, patron's name, cost of the book plus $5 fee (do not add fines), method of payment (cash or check), barcode number of the book, barcode number of the patron.

5. The desk attendant's name should be written on the bottom line of the receipt.
6. Collect patron's money and place the money and pink receipt in money drawer.
7. Lock it in money drawer.
8. Give patron the white copy of the receipt.
9. ASSIGN LOST & PAID STATUS TO BOOK!

FIGURE 9. EXAMPLE OF BOOK ENTRY IN BOOKS IN PRINT, SEE APPENDIX PAGE 64.

5.5 ASSIGNING "LOST & PAID" STATUS TO VTLS RECORD

1. While still in the circulation record for the book, enter "S" for status.
2. Enter "A" for add at the prompt.
3. Type in 3701 for "Lost & Paid."
4. Type "show" to be sure status was assigned correctly.

5.5.1 REORDERING PROCEDURES

1. An order card for the book or an equivalent replacement card should be made out by the Circulation Librarian with correct bibliographic information and "lost and paid" status.
2. This card is verified by the Director of the Library. The Circulation Librarian will hold these cards for six months and check shelves periodically before ordering the item.
3. If the lost book is the only copy in the library, the Cataloging Department should be notified of the bibliographic information for the book.

5.5.2 AMNESTY

On the third Monday and Tuesday of each month, library materials due the previous month may be returned and no fines will be levied. This is referred to as amnesty. Amnesty does NOT include reserve or Interlibrary Loan (ILL) items. The purpose of amnesty is to encourage patrons to return library materials.

5.6 OVERDUE NOTICES AND BILLING LETTERS

Notices are sent to patrons as a courtesy reminder that materials are overdue. The Systems Manager will provide the Circulation Librarian with overdue notices to mail on either Friday or Monday of each week. The computer-generated notices are then cut and folded to fit into small sized window envelopes. The number of overdue notices, frequency, and time elapsed between notices is predetermined by VTLS parameters. Often a patron may receive an overdue letter one or two days after returning materials. The procedure for sending letters for overdues will be dropped during the 1992-1993 academic year. Refer any problems with notices to the Circulation Librarian.

FIGURE 10. EXAMPLE OF OVERDUE NOTICE, SEE APPENDIX PAGE 64.

5.7 TRANSCRIPT LISTS FOR REGISTRAR'S OFFICE

Several times a month, typed lists of names and Social Security numbers will be sent to the Library from the Registrar's Office. These lists include former or returning students who need transcripts or readmittance. Each name must be checked in the VTLS patron files to insure that none of the students have overdue materials and/or outstanding fines. If the student's name on the list corresponds with a fine or overdue in VTLS, circle the name and date and initial the document. Return it to the Registrar's Office as soon as possible.

FIGURE 11. EXAMPLE OF TRANSCRIPT LIST FROM REGISTRAR, SEE APPENDIX PAGE 65.

5.8 GRADUATING SENIORS

Graduating seniors must return all library materials, pay any fines, and pay for lost materials before they will receive their diplomas or have transcripts released.

1. Each semester, the Registrar sends the Circulation Librarian a computer list of all prospective graduates.
2. The Circulation staff checks the VTLS computer patron files for outstanding fines and/or overdue materials.
3. Each delinquent patron is circled and blocked on the Banner Registration computer by the Circulation Librarian.
4. The list is returned to the Registrar and the Circulation staff notifies each senior of obligations to the library.
5. The designation for seniors will be added to their VTLS files by the Circulation staff.
6. Often the field may change; therefore, the Circulation Librarian will instruct the staff at the end of each semester.

FIGURE 12. EXAMPLE OF GRADUATING SENIOR LIST FROM REGISTRAR, SEE APPENDIX PAGE 65.

5.9 REGISTRATION

The Library has an automated circulation system interface with the Banner Registration Computer system. Students with outstanding library obligations will be blocked from registration.

1. The Systems Librarian runs a program of all current students with overdue materials and/or outstanding fines.
2. All students in danger of being blocked due to overdue materials or outstanding fines will be notified several weeks prior to registration by the Circulation Librarian.
3. The Circulation Librarian and/or staff blocks each student's file on the Banner system from the Librarian's office, room 103.
4. A list of the blocked students' names is placed at the Circulation Desk.
5. A list for Banner clearances is also located at the Circulation Desk.
6. As students come in to rectify their files and pay for or return overdue items, their name and Social Security number is recorded on the list for Banner clearances.
7. The Circulation staff will clear the student's Library Hold (LH) on the Banner system.

5.9.1 CLEARANCE PROCEDURES AT THE DESK

Unless you are a full-time Circulation Staff member, the following procedure required during registration is not your responsibility. On night shifts and weekends, only perform numbers 1 and 2 from the following section. The Circulation staff will take care of the remaining procedures for clearance.

1. When students pay fines and/or return materials during registration, the staff member at the desk must record patron's name and Social Security number on sheets labeled "BANNER CLEARANCE" at the Circulation Desk.
2. The desk attendant must take in a fine or payment for a lost book. (See 5.3 or 5.4 for procedure.)

3. Present the student with a clearance letter. Clearance letters are located in the Stand-up file on the shelf directly below the VTLS computer terminal on the right side of the Circulation Desk.
4. The desk attendant must also have the patron print his/her name and Social Security number on Banner Clearance form located on a clipboard on top of the central bookcase at the Circulation Desk.
5. The desk attendant must then use the Banner Clearance list to clear the patron on the Banner system to insure registration processing at the Registrar's office. (See 5. for Banner clearance procedures.)

FIGURE 13. EXAMPLE OF BANNER CLEARANCE LIST, SEE APPENDIX PAGE 66.

5.9.2 BANNER REGISTRATION CLEARANCE PROCEDURES

1. Access BANNER on the Circulation Librarian's computer in the office.
2. Make sure you are in lower case. Transfer office phone calls to Circulation Desk: Phone: *2 3116
3. Computer login procedure:
   Local> c_wvscrs6k <ENTER>
   login: NAME <ENTER>
   NAME'S Password: _____ <ENTER>
   $ banner <ENTER>
   NOTE: Many times, the computer will not login on the first try. Press <Alt> <X> twice to get out of the system and login again.
4. Now, when new BANNER screen appears, press the <Caps Lock> key to turn uppercase when you get into the system.
   New screen <ENTER>
   <Caps Lock>
   SOAHOLD <ENTER>

5. You are now in the "Hold Information Form." Follow the sequence of commands to clear a library hold:

   Id: 232225646 <PgDn>
   <Delete> to delete hold
   <F12> to commit changes
   <Shift> <F7> to continue
   NOTE: After a patron's file has been updated, you must ALWAYS press <Shift> <F7> to continue.

**** When the Id number field is flashing due to typing error, you must press <Shift> <F7> to continue.**

6. If the Id number field is flashing due to an incorrect Social Security number, you may still access the patron in the Banner system by using the "Name Search" function:

   <Shift> <F3> for name search screen
   <Tab> to move to Last Name box
   BROOKS <Tab> to move to First Name box
   M% <Home> to search
   <End> to start a new search
   <Ctrl> <K> to pull file back to "Hold Information Form" screen for changes

   **** Follow procedures in number 5 to continue to clear the patron file.**

7. When Banner holds have been completed, you must press <F4> twice to exit program. Then press <Alt> <X> twice to get back to computer screen.

FIGURE 14. EXAMPLE OF BANNER PATRON SCREEN, SEE APPENDIX PAGE 66.

5.9.3 OTHER LIBRARY BLOCKS

Students with outstanding Library obligations are not permitted to register, receive their grades, receive transcript requests or graduate. All obligations must be cleared before the student's records can be released from the Banner block. (See 5.9)

5.10 TRANSCRIPT LISTS

The Registrar's Office will send lists of names of persons who have requested transcripts to the Circulation Librarian. The lists must be returned to the Cashier's Office PROMPTLY! Verify that these persons do or do not owe the library by doing the following:

1. Check each name on the list against the computer files to determine if anyone has overdue books or fines. Search under maiden names also.
2. Circle the name if books are owed or if there are fines over $5.00. If fines are under $5.00, please clear the patron's record on VTLS AND BANNER. (See 5.9)
3. Double check the Social Security number to be sure that the person owing the library is indeed the person on the transcript list.
4. Stamp the transcript list in red with stamp "THE PERSONS WHOSE NAMES ARE CIRCLED OWE THE LIBRARY."
5. Initial, date, and indicate the time received.
6. The list must then be hand-carried to the Cashier's Office immediately.

Occasionally someone from the Registrar's office will call and ask for a transcript clearance. Check the computer and verify the student's identity by using the Social Security number. Inform the caller whether the student is clear or delinquent.

5.10.1 REFUNDS

Patrons who pay for books and later return them to the library are eligible for a refund, which is the amount paid for the book(s) minus the overdue fine. In some cases, there may not be an overdue fine. The following procedure should be followed:

1. Patron must return white book receipt with the book which is being returned.

2. Verify which institution owns the book, so that the proper institution can be notified of the refund.
3. Get the amount to be refunded from the State Acquisitions Technical Assistant or the WVGC Secretary.
4. Write a receipt to West Virginia State College or West Virginia Graduate College in the appropriate "Lost Book" receipt book.
5. Write in REFUND and circle it.
6. Have the patron sign the receipt and give him/her the white copy.
7. Complete a receipt in the fines book for fines received.

Patrons are also due a refund when a book which has been paid for is found on the shelves of the library. In this case, call the patron, informing him/her that the book has been located, and that a refund may be obtained from the library upon presenting a receipt. Fines are NOT charged to patrons when the mistake has been made by the library.

5.10.2 FILING REFUND AND RECEIPT PAPERWORK

1. The money for refunds is granted from the Cashier's Office. A form must be filled out by Circulation personnel.
2. See example below. This form is to be presented to the Acquisitions Technical Assistant, who will then send it to the Cashier's Office.
3. NOTE that the $5 processing fee and any outstanding fines owed must be deducted from the refund amount. Notify patrons of this procedure.

FIGURE 15. EXAMPLE OF REFUND SHEET, SEE APPENDIX PAGE 67.

SECTION VI
ADDITIONAL SERVICES

6.1 HOLDS PROCEDURES

If a patron comes to the desk and indicates that a book is not on the shelves, check VTLS to see if it has been charged out. If so, tell the person when it is due (DO NOT reveal the borrower's identity) and ask if s/he wants to put it on hold. If the student wishes to reserve the book, do the following:

1. Enter HR (Holds/Recall) into the computer while still at the record for the book in question.
2. Desired action is "H." Enter when prompted for.
3. Enter the patron's barcode number at the prompt for the ID of patron making request.
4. Enter "B" when prompted for item level or bibliographic level.
5. Enter 0100 (Circulation Desk) for location where patron will pick the book up.
6. At the request for the cancellation date, enter the last date the book will be of use to the student or press [return] for a 1-year default.

6.2 RETURNED HOLDS

When charging materials in, the screen will indicate when a book is on hold for another patron. Consult Section 3.7 for hold return procedures.

6.3 RECALLS

If a student needs a book that is currently charged out to another patron, the book can be recalled if it is overdue. If this occurs when the Circulation Librarian is available, please refer recalls to him/her. If the Circulation Librarian is not available, follow the following procedure:

1. Call the patron who has the book and ask politely that it be returned.
2. If unable to reach the person by phone, place a hold on the book. See 6.1 hold procedure above.
3. VTLS will generate a letter to go to the patron holding the book.
4. When the book is returned, place it on the hold shelve and notify the requesting patron that it will be held for one week.

6.4 MISSING BOOKS

If a patron cannot find a book in the stacks, go with him/her into the stacks as time permits to determine if s/he understands how to read call numbers and has looked in the correct location. Also explain where the re-shelve areas are and that the books are arranged in rough call number order on them. If the book is not found, ask the patron to complete a MISSING BOOK card found behind the tab labeled "MISSING" in the wooden tray on the shelf directly below the card file drawers at the Circulation Desk.

The line marked I.D. means the patron's barcode number, not Social Security number. Leave the completed form in the right of the wooden tray on the Circulation Desk.

The desk attendant assigned to search for missing books will check daily to see if there are any completed MISSING BOOKS cards in the tray and then do the following:

1. Search VTLS to determine if the book has been entered or charged out and to verify that the call number, author, and title are correct.
2. If the book is in VTLS, designate WVSC or WVGC ownership in the top left corner of the MISSING BOOK card. Also indicate VTLS in space provided.
3. If the book is NOT in VTLS, indicate this information in the space provided. Ownership information will not be available.
4. Search for the book carefully in the stacks looking at at least five shelves above and below where the book should be.
5. Look for the book carefully on the appropriate reshelve area(s). Record the date searched in the first vacant block.
6. If the book is found, write "found" across the top of the card. If the student still needs the book, call him/her and say it will be held for one week on the hold shelf. Record the patron's name and date on a slip of paper and put it in the book.
7. If the book is found but shelved incorrectly, remove the book and place it in the correct place. If a patron has requested the book, follow number 6 above.
8. Place the cards for any books found on the Circulation Librarian's desk.
9. If the book is not found, file the card by call number in the missing book tray located beside the old circulation file under the Student Assistant bulletin board on the counter in the workroom.

The missing book card file should be checked weekly to see if there are any books that need to be searched for a second and third time. Search for the missing books the second time after two weeks have elapsed. Search for the books a third time after another three months have elapsed, entering the date in the appropriate square each time VTLS is checked and book stacks and reshelve areas are checked.

After the books are checked three times and not found, give the card to the Circulation Librarian. The number of books found and not found should be noted under additional activities on the monthly report. For missing books that are not found and the Librarian feels should be replaced, the clerk should complete a book order card using Books in Print to get the publication information. The order cards and missing book cards are given to the Director so that new copies can be ordered. Assign the special status "Missing" (code 4700) to these books.

SECTION VII
RESERVE COLLECTIONS

7.1 RESERVES AT THE CIRCULATION DESK

There are two book reserve collections -- one for WVSC and one for WVGC. Desk Attendants must handle the circulation of both collections.

7.1.1 WVSC BOOKS ON RESERVE

The WVSC Reserve books are shelved under the Professor's name in the central book case at the Circulation Desk. Within each section, the books are arranged in alphabetical order by the author's name. WHITE cards (located in the front of each book) require that the patron sign their name and library card number on designated lines. The card is then filed in alphabetical order in a stand-up card file next to the pencil sharpener on the Circulation Desk.

Reserve books for WVSC are designated for LIBRARY USE ONLY. Please tell each patron this when s/he charges a reserve item out at the desk.

7.1.2 WVGC BOOKS ON RESERVE

The WVGC Reserve books are to the left of the WVSC reserve books in the same central book case at the Circulation Desk. Books are shelved under the author's name. BLUE cards (located in the front of each book) require that the patron sign his/her name and library card number on designated lines. The card is then filed in alphabetical order in a stand-up card file next to the pencil sharpener on the Circulation Desk.

Reserve books for WVGC can be designated for LIBRARY USE ONLY; however, some do circulate for TWO DAYS or ONE WEEK. The loan period is stamped in large red letters above each card. Indicate date due on the BLUE card and tell each patron this when s/he charges a reserve item out at the desk.

FIGURE 16. EXAMPLE OF RESERVE BOOK CARD, SEE APPENDIX PAGE 67.

7.1.3 WVSC REPRINTS/ARTICLES ON RESERVE

There are two file drawers located at the end of the Circulation Desk toward the photocopy workroom. The WVSC reserve file drawer is the one on the RIGHT. It is clearly labeled. The WVSC reprint and article files are labeled with the professor's name and placed in sets in alphabetical order. Within each set, the reprints and/or articles are placed in alphabetical order according to the author's name.

WHITE cards are located in the inside cover of each file. LIBRARY USE ONLY is stamped across the top of each card. Please have the patron sign his/her name and library card number on the card in the designated spaces. The WHITE card is then filed in alphabetical order in a stand-up card file next to the pencil sharpener on the Circulation Desk.

7.1.4 WVGC REPRINTS/ARTICLES ON RESERVE

The WVGC file drawer is located at the end of the Circulation Desk toward the photocopy workroom and is the drawer to the LEFT of the WVSC file drawer. The WVGC reprint and article files are labeled clearly. They are also filed by the professor's name and placed in sets in alphabetical order. Within each set, the reprints and/or articles are placed in alphabetical order according to the author's name.

BLUE cards are located in the inside cover of each file. The designated loan period of TWO DAYS/ONE WEEK is stamped across the top of each card. Please have the patron sign his/her name and library card number on the card in the designated spaces, and indicate the due date on the card. Tell the patron when the item(s) must be returned. The BLUE card is then filed in alphabetical order in a stand-up card file next to the pencil sharpener on the Circulation Desk.

FIGURE 17. EXAMPLE OF RESERVE REPRINT CARD, SEE APPENDIX PAGE 68.

7.2 PLACING ITEMS ON RESERVE

When a faculty member wishes to place items on reserve, s/he must fill out a request form. (See example below.) After the faculty member has provided the library with reserve items, follow the steps as listed below for either library or non-library owned books or reprints.

7.2.1 LIBRARY OWNED BOOKS, RESERVE PROCEDURES

1. Accept reserve request sheet and check it to assure that all required information has been provided.
2. Assemble items requested for reserve. Some items may need to be retrieved from the library's general collection; some may be personal copies provided by the professor.
3. Type a long charge out card found in the typewriter stand in the workroom. Type the professor's last name in the upper right corner; call number, author and title on designated line. Type the copy number in the upper left corner. (See example.)
4. Stamp FOR LIBRARY USE ONLY in red across the top of the card.

5. Write the semester in RED under the title (e.g. Fall, 1993). Some cards can be reused each semester if there is plenty of space for more patron names and library card numbers.
6. If a new card is needed:
   -type the professor's name in capital letters in the upper right corner of a catalog card.
   -type the course name under the professor's name.
   -type the author's name, title of book, and number of copies.
7. Insert a yellow card printed with "Reserve Book" into the pocket.
8. Assign special status "reserve" to book in the online catalog file. See APPENDIX for appropriate location and status codes.

FIGURE 18. EXAMPLE OF PROFESSOR'S CARD FOR FILE, SEE APPENDIX PAGE 68.

7.2.2 NON-LIBRARY OWNED BOOKS, RESERVE PROCEDURES

Often, a professor will bring a personal copy of a book to be placed on reserve. Ask the professor if s/he wishes to have the book security stripped to insure that it cannot be stolen. Follow above steps for 7.2.1 to place the item on reserve. Indicate on the card in the reserve file that this item is a "Personal Copy."

7.2.3 REPRINTS RESERVE PROCEDURES

1. Stamp each article with the library's ownership.
2. Prepare a file folder by typing a label with the following information:

-type the professor's name on the upper right of the label.
-type the author's name, last name first, on the label, three spaces in and one from the top.
-type the title of the article in quotes directly underneath the author's name.
-for chapters from books, include the author of the book or chapter, the title or number of the chapter in quotes, and the title of the book underlined.
-if there are copy numbers, type that in the lower right corner of the label.

3. Type a charge out card as detailed for books except enter the title of the article in quotes on the title line.
4. Type the copy number on a pocket and stamp it with LIBRARY USE ONLY.
5. Glue the pocket in the file folder.
6. If the article can circulate for longer than LIBRARY USE ONLY, insert a date due slip in the pocket.

7.3 CIRCULATION OF RESERVE ITEMS

To charge reserve items out, the patron signs the appropriate card and writes in his/her barcode number. If the item is circulating, in-house or other, write in "date due" or current date beside the student's name and the date the item should be returned to the library. File the charge out card by author or title in the wooden tray on top the counter-height shelving area at the Circulation Desk. To charge materials in, locate the card in the reserve charge out tray, cross through the name, and return the card to the pocket of the reserve item.

If a patron does not have a library card, s/he must fill out a new patron card to receive one before charging out reserve items. (See procedures for registering new patrons, 2.1.)

7.4 REMOVING ITEMS FROM RESERVE

All items except library reserve items should be removed each semester or earlier as designated by the faculty member.

1. Remove charge out cards and count the number of times the item was charged out for the current semester. Enter the number on the original faculty reserve request form to the right.
2. Remove the cards and tabs from the public access wooden tray on top the Circulation Desk. These cards identify what is on reserve.
3. Return personal copies of books and reprints to faculty members requesting this.
4. If professors do not request their personal items and wish for them to be used again next semester, place them on the shelves in the workroom until the following semester.
5. File other reprints in the brown file cabinet by professor's name and then author's name.
6. Return library-owned materials to the shelf after removing special reserve status. Charge-in each item and sensitize them to insure that they have not been desensitized or charged out during the course of the reserve period.
7. Send a report to the faculty member indicating the number of times their reserve items circulated.

7.5 CURRENT PERIODICALS LOCATED AT THE CIRCULATION DESK

For security, heavy use CONTROLLED PERIODICALS DO NOT CIRCULATE OUTSIDE THE LIBRARY BUILDING! The most current issues of selected high-use periodical titles are kept at the Circulation Desk on the counter-height shelving area at the center and East side of the desk. Again, these periodicals do not leave the library! They may be charged from the desk using the PERIODICAL CALL SLIP found in a box on the top right shelf of the book case.

1. Complete all information requested on the slip.
2. Initial on the line indicated by "Charged By".
3. More than one periodical may be charged out on a slip but be sure to include the dates of the periodicals.
4. Place the completed call slip on the top right of the book case above the periodicals.
5. When the periodicals are returned, cross through the slip with an "X" and place it in the used slip box.

FIGURE 19. EXAMPLE OF PERIODICAL CALL SLIP, SEE APPENDIX PAGE 69.

SECTION VIII
MONEY ACCOUNTING

8.1 GENERAL INFORMATION

All cash received at the Circulation Desk must be accounted for as payment for fines, lost books, microfilm copies, or pencils. The library does not give cash for checks for photocopying. Checks may be accepted for any monies OWED the library. **CHANGE CANNOT BE GIVEN FOR BILLS LARGER THAN $5.** Refer patrons who have large bills to the Cashier's Office or Student Union.

8.2 MICROFORM COPIES

Copying service is available for the copying of microforms owned by WVSC and WVGC. The microform reader copiers are located in the Periodicals section of the building. The cost is .10 per page.

There are times when microform copiers malfunction and patrons lose dimes. You may refund their money at the Circulation Desk. Fill out amount and indicate type of copier that has malfunctioned on a white slip located next to the change drawer. Initial the slip and place it in the money bag after giving the patron his/her refund. A diagram of the periodicals room is located on the clipboard on the book shelf. Each microform copier is numbered.

8.3 CASH AND CHANGE

A small amount of money is kept at the Circulation Desk in the form of $1 dollar bills. The change machine only accepts crisp one dollar bills, and gives the patron dimes. Routinely direct students to the change machine in the workroom.

8.4 DAILY ACCOUNTING OF FUNDS PROCEDURES

1. Each morning, the desk attendant is required to count the new bag and record this information in the black "Daily Accounting of Funds" notebook located in the change drawer of the desk.
2. During the day, the desk attendant on duty is to check the money drawer and enter the receipts in the appropriate boxes of the "Daily Accounting of Funds" book.
3. At the end of the desk attendant's shift at 4:50 p.m., a new bag is replaced by the Secretary.
4. The Secretary is to count the old money bag, enter all receipts taken during their shift, and sign the book in the designated spaces.

FIGURE 20. EXAMPLE OF DAILY ENTRY SHEET, SEE APPENDIX PAGE 69.

5. Before the end of the shift, the money bag is to be locked in the top drawer of the brown file cabinet in the workroom, where it will be retrieved by the Director's Secretary the next morning.
6. The night desk attendant is to follow numbers 1 & 2 above when taking over the desk with his/her new money bag.
7. At the end of the night shift, the evening person is to follow numbers 4 & 5 above, before leaving the library.

8.5 WEEKEND ACCOUNTING OF FUNDS

1. The weekend desk attendant will retrieve the new money bag from the locked file cabinet in the workroom.
2. Follow steps 1-5 in section 8.4 above.

SECTION IX
CIRCULATION STUDENT ASSISTANTS

9.1 GENERAL INFORMATION

The work of student assistants in the Circulation Department is very vital in helping to provide books and other printed materials for the students, faculty, and staff members. Their primary responsibility is to shelve books and to keep the stack area neat and orderly, so that the books can be located quickly and easily. A BOOK MISSHELVED IS A LOST BOOK.

During summer terms, the Circulation staff maintains stacks areas and shelves materials. At the end of each semester when student assistants are not available, staff members from WVGC aid in reshelving of the general collection.

As a rule, student workers are NOT permitted to work the desk. Please do not allow student workers to chat and loiter at the desk. When students hover around the desk area, the desk attendant is to give them a new task to perform, or advise them to return to their assigned duties.

9.2 SCHEDULES

After discussion with a student worker, a mutually agreed schedule is recorded on a master schedule of student workers. No evening or weekend hours will be scheduled. The night and weekend staffs are significantly limited and cannot adequately supervise student workers at these times. Students are required to follow their posted schedules unless arrangements are made in advance for changes. Students who fail to report punctually and develop good work habits will be recommended to the Financial Aid Department for a transfer or dismissal.

9.3 TIME SHEETS

Each student is expected to sign in on a time sheet when s/he reports to work, and to sign out after the assigned period is completed. The time signed in and out MUST be initialed by a full time employee preferable from the Circulation Department.

At the end of each month, a record of the number of hours worked and the amount of money earned will be reported to the student on his/her time sheet. Also, the time sheet will reflect the amount of remaining hours to be worked. **THE STUDENT MUST SIGN HIS/HER TIME SHEETS IN ORDER TO GET PAID!!** The time sheet is sent to the Circulation desk attendant, who types it up and sends them to the Director's Office. The completed time reports are sent to the Financial Aid Office in the form of a payroll.

9.4 TRAINING

The Circulation Librarian trains and supervises all student assistants and desk attendants in the Circulation department. Their daily work schedules and tier/floor assignments are posted in the workroom for convenience. Staff members are only required to initial student time sheets and supervise students when the Circulation Librarian is not available.

Any scheduling changes or disciplinary problems with student assistants are to be referred to the Circulation Librarian. In the absence of the Circulation Librarian, the desk attendant is to refer problems to the Director of the Library.

SECTION X
MONTHLY AND ANNUAL REPORTS

10.1 STATISTICAL RECORD KEEPING

The Circulation Department has the weighty task of keeping the daily, monthly, and annual statistics of the activities of all materials that circulate from the desk. The library gauges the borrowing activities of students, faculty, and staff to make assessments on what subject areas are used heavily or not at all. With these numbers, Librarians can make decisions on what areas they must improve. Librarians can also see who is using the library's collections, and to what extent.

10.2 MONTHLY REPORTS

Monthly reports are required to be turned into the Director's Office by the 5th day of each month. Daily statistics are kept at the desk. At the end of each month, these statistics are recorded and tabulated in a large ledger located in the workroom of the Circulation department. Figures are transferred to a grid and given to the Circulation Librarian.

The Librarian compiles the statistics in spreadsheet format and prepares an analysis. The following topics are discussed in the text of the report each month: Statistical Analysis, Special Projects, Plans for the following month, Assistance from other Departments, Incomplete Projects, Problems encountered during the month, Solutions for problems, and Short Range Plans for the next month.

10.3 STATISTICS INCLUDED IN REPORTS

The following statistics are maintained at the Circulation Desk: WVSC and WVGC circulation of the general collection, circulation usage for faculty of WVSC and WVGC, number of WVSC/WVGC barcoded books, number of WVSC/WVGC security stripped books, amount of missing books searched and found, in-house usage, reserves processed, overdues mailed, patrons registered to date, and patrons registered during the month.

The Circulation Staff also prepares a complete analysis of all circulation activity for specific Library of Congress Classification areas for both WVSC and WVGC. A monthly report of decrease and/or increase in circulation for each classification area is given.

10.4 ANNUAL REPORTS

Each Spring, the Librarians close the statistics on the last day of finals in preparation for the annual reports. Annual reports for each department are due on or before the first Friday in June. Monthly reports are analyzed and information is compiled to assist in the preparation of the annual report. The annual reports include a full representation of the year's circulation statistics, an analysis comparing use with the previous year, and text describing the following: Responsibilities of the department, Goals and Objectives for the coming year, a review of goals and objectives from the previous year, activities that have taken place, and a complete breakdown of statistics compiled in spreadsheet format.

SECTION XI
BINDERY

11.1 GENERAL INFORMATION

Books that are found in the collection that are in disarray or have serious damage can be sent to the bindery to replace their binding. When books have missing covers and loose pages should be placed on the shelves in the workroom in preparation for binding. The Circulation Librarian will examine these to determine if they should be sent to the bindery or withdrawn from the collection. Materials that have ZERO circulation counts in several years will be removed. Items that have become obsolete will be removed. (Ex. A copyright 1960 book about the use of computers will be obsolete and should be removed.)

11.2 ASSIGNING BINDERY STATUS

When a shelf or more of books belonging to State have accumulated, "AT BINDERY" special status may be assigned by doing the following:

1. At the book's CA screen enter "S" for status.
2. Enter "A" for add when you see the message "No special status assigned."
3. When the computer prompts for the special status code, enter 4710.
4. Type "show" to be sure status was assigned correctly.

11.3 PREPARING BOOKS FOR THE BINDERY

1. Complete bindery slips detailing information to appear on spine of the book--author, last name only, title, color of lettering (usually white), and color binding (as close to the original as possible).
2. Keep a copy of the slip to verify later that all the books have been returned from the bindery.
3. Pack the books in cardboard boxes provided by the bindery company and label each "Bindery" with our account number (also provided by the bindery company).

11.4 RECEIVING BOOKS FROM THE BINDERY

1. Unpack books and put them on a cart.
2. Take any bound periodicals to the Periodicals Workroom.
3. Take any reference books and archives books to the Reference Workroom.
4. Check slips against each book being sure that all printing on the books is according to the directions on the slip.
5. Notify the Circulation Librarian of any books not returned or not bound.
6. Delete the "At Bindery" status in computer.
   - -At the book's CA screen enter "S" for status.
   - -Enter "D_1" to delete "At Bindery" status.
   - -Type "show" to be sure status was assigned correctly.
7. Separate books into ones with barcodes and ones without barcodes. Place the bindery slips for those without barcodes in the books.
8. Check to see if each book has been stripped by running it through the book check unit at the desk.
9. Send the books to Cataloging to get new barcode numbers, book pockets, and ownership stamp.

SECTION XII
PUBLIC SERVICE NEEDS AT THE DESK

12.1 ANSWERING THE TELEPHONE

All incoming calls for the State College Library staff are received at the Circulation Desk. Speak clearly and distinctly when answering the phone. Answer by saying, "College Library, May I help you?". It is important to annunciate when speaking and use proper English when handling calls from the Circulation Desk. Maintain a helpful attitude even when dealing with an irate patron. Refer any problems you feel you cannot handle to the Librarian on duty.

12.2 TRANSFERRING CALLS

1. Press the transfer button (upper right at the bottom).
2. Either dial the number to which you are transferring or press one of the ten buttons programmed for frequently called numbers.
3. Either wait to talk with the staff person and then press transfer again or press transfer immediately.

To answer phones ringing at the Reference Desk, Reference Office, Periodicals Office, or the Circulation Librarian's Office, pick up the receiver and then press the fourth button on the right (call pick-up). Answer with the name of the office for which you are answering.

12.3 PHOTOCOPY SERVICES

Three photocopying machines are maintained in the Circulation Workroom for the convenience of patrons. Copies may be made for .10 per page. Direct students to the change machine in the workroom. As a courtesy and for the convenience of the patron, change is provided at the Circulation Desk. Patrons requiring more than $5.00 in change should be directed to the Cashier's Office or a local business.

Paper for the copy machines is stored under the cabinets in the circulation workroom. Toner, etc. is also to be used specifically in designated machines. When these supplies are low, notify The Director's Secretary, and s/he will notify the supplier. Also notify the secretary of any operating problems that may arise throughout the day. (The supplier calls once a week to check on any supplies and maintenance repairs the machines may need). A refund may be given to a patron when the machine does not produce a copy or a bad copy. A slip noting the amount refunded should be placed in the change drawer.

12.4 NEW BOOKS

The Cataloging Department sends trucks of newly cataloged books or reclassified books to the Circulation Department for shelving. Each book is checked to make sure that the call number on the spine corresponds with that on the back of the title page and that there is a barcode and a card packet.

If call numbers are incorrect, insert a slip of paper with the note "call number incorrect" and put the book on the shelf to go to Cataloging. Books with illegible call numbers or hand written call numbers should also be returned to Cataloging with a note.

12.5 NON-LIBRARY OWNED MATERIALS

Library patrons occasionally return to this library, books which belong to another library or which are personal copies. Personal copies are placed in the lost and found box under the Circulation Desk. Books belonging to other libraries are packaged by the Interlibrary Loan Technical Assistant of the Reference Department and returned to the proper library.

12.6 LOST AND FOUND

Personal items left in the library should be placed in the lost and found box under the Circulation Desk and then sent to the information desk in the College Union. Lost and found is maintained there for the entire college.

12.7 KEYS

The staff lounge key is located on a clear plastic ring. The key to the front doors is on a wooden key ring. The dogging key is also on this ring. The keys to the following are kept in the top, left drawer of the Circulation Desk, on a Yellow WVSC key ring:

1. The outside drop boxes
2. Doors on the Circulation Desk cabinets
3. Cash drawer
4. File cabinet in the workroom
5. Marquis

On a wooden key ring, the following keys are to:

1. The door alarms
2. The IMC and emergency box

12.8 INTERLIBRARY LOAN MATERIALS

Interlibrary Loan (ILL) forms should not be received at the Circulation Desk but should be given to the Reference Librarian on duty. If there is no Librarian on duty, place the forms in the file folder at the folder at the front of the lower left drawer of the Reference Desk. ILL materials that are returned should be placed in the lower right file drawer of the Circulation Desk. Initial and indicate date returned on the blue or yellow ILL jacket. All questions regarding ILL's should be referred to the Reference Department of either WVGC or State.

12.9 POWER FAILURES

The following procedures should be followed if computer operators are not present in the event of an electrical power failure.

1. Attempt to continue use of circulation terminals, reference terminals, and user terminals when the power resumes (if the power is interrupted only momentarily -- such as flickering lights).
2. If the VTLS program is still logged on, the terminal will display "Invalid command" when the RETURN key is pressed. Type "SHOW" to display last screen before interruption.
3. If the terminal DOES NOT display a ":", the computer may be effected by the power failure. In than event, SHUT OFF THE CIRCUIT BREAKERS on the panel in the computer room near the door to the hallway. Shutting off the power supply will not damage the computer memory, but may help to protect it from errors caused by repeated power interruptions or brown-outs.
4. Use the manual circulation system normally used during computer downtimes to continue circulation transactions.
5. Attempt to notify by phone the Systems Manager, one of the System Operators, or the Director of Library Services of the event.

12.10 BUILDING SECURITY SYSTEM

Each morning the WVSC Campus Police will disengage the building security system before the first staff member arrives. In the evenings, the Librarian on duty is required to notify Security at extension 3353, when leaving the building. Under no circumstances is it necessary for a desk staff member to attempt to engage or disengage the system from any of the key pads in the building. If there is a series of loud beeping sounds coming from the security unit outside, call the Director's Secretary and notify the office of the situation.

12.11 EMERGENCY EXIT ALARM SYSTEM

There are seventeen emergency exits in the library. The location of all the doors is posted at the Circulation Desk. There is also a key pad that indicates when a door is opened. A high pitched ringing sound will emit from the unit to notify the desk attendant of an exit door opening. Since these doors are for EMERGENCY EXITS ONLY, the desk attendant must notify the Librarian on duty that a door has been opened and its location. The same key pad is located in the Director's Office. Procedures when an exit door is opened:

1. To disable the alarm at the Circulation Desk, press 1-2-3-4 on the key pad.
2. Open the lid on the key pad to indicate the location of the door that has been opened to the Librarian on duty.
3. Press and hold the asterisk key until unit beeps two times and displays A-00 in the location window.
4. Press "AWAY" key to reset alarm.

SECTION XIII
EMERGENCY PROCEDURES AND SPECIAL SERVICES

13.1 HEALTH EMERGENCIES

If a staff person or patron has a medical emergency, DO NOT attempt to administer any form of medical aid UNLESS YOU ARE CURRENTLY CERTIFIED TO PERFORM THE LIFESAVING ACT. Call security or the switchboard operator immediately and they will dispatch the proper emergency authorities for the situation.

13.2 MISCONDUCT OF STAFF OR PATRONS

If a situation ensues that requires police intervention, contact the switchboard or Security office immediately. Do not attempt to apprehend or detain any staff member or patron who is exhibiting hostile behavior.

13.3 CHEMICAL LEAK AND SHELTER IN PLACE EMERGENCY

If the siren sounds and indicates the audio signal for a chemical emergency: take the Circulation keys for the IMC radio box, lock front doors, usher all patrons to the IMC, shelter in place, and wait for radio communication form proper authorities.

13.4 DISABLED PATRONS

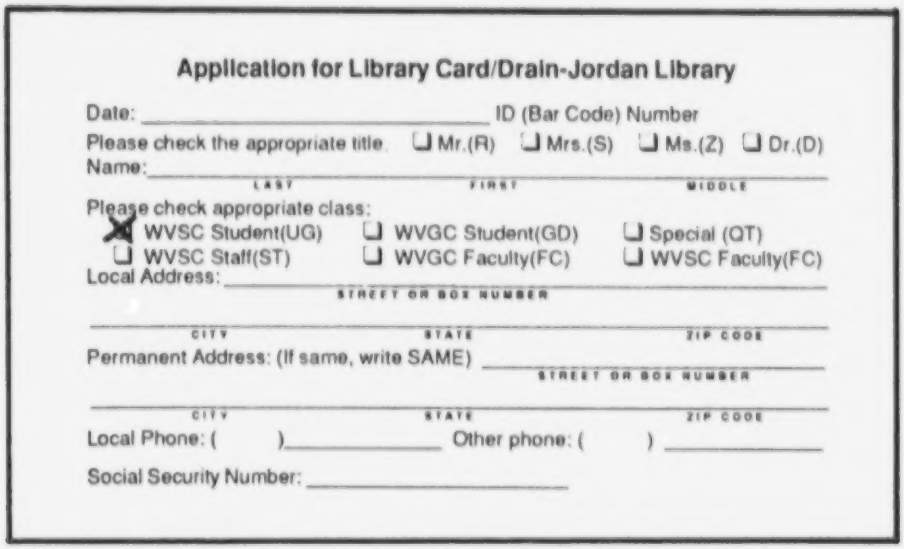
When a disabled person comes to the library's front doors, assist then in entering the building. The disabled person may need special assistance in retrieving materials and/or copying materials. Help them in a friendly and efficient manner.

13.5 HEARING AND SIGHT IMPAIRED PATRONS

When a hearing or sight impaired patron asks for assistance, please attempt to accommodate them in any way possible. Currently, a workstation with enhanced capabilities for the hearing and sight impaired is on order. Refer the student to the Librarian on duty for assistance.

APPENDIX

FIG. 1 WVSC STUDENT LIBRARY APPLICATION CARD



Application for Library Card/Drain-Jordan Library

Date: _____ ID (Bar Code) Number

Please check the appropriate title. ❑ Mr.(R) ❑ Mrs.(S) ❑ Ms.(Z) ❑ Dr.(D)

Name: _____
LAST FIRST MIDDLE

Please check appropriate class:

☒ WVSC Student(UG) ❑ WVGC Student(GD) ❑ Special (QT)

❑ WVSC Staff(ST) ❑ WVGC Faculty(FC) ❑ WVSC Faculty(FC)

Local Address: _____
STREET OR BOX NUMBER

_____
CITY STATE ZIP CODE

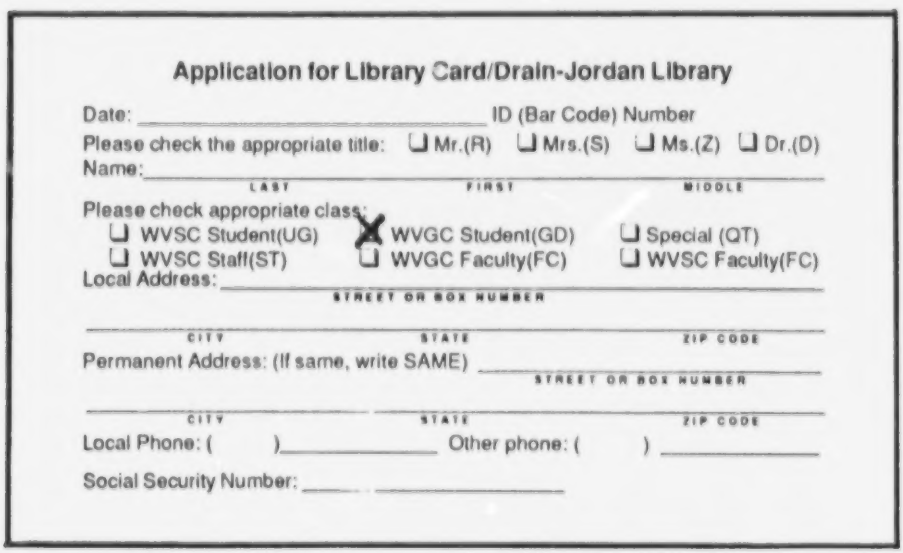
Permanent Address: (If same, write SAME) _____
STREET OR BOX NUMBER

_____
CITY STATE ZIP CODE

Local Phone: ( )_____ Other phone: ( ) _____

Social Security Number: _____

FIG. 2 WVGC STUDENT LIBRARY APPLICATION CARD



Application for Library Card/Drain-Jordan Library

Date: _____ ID (Bar Code) Number

Please check the appropriate title: ❑ Mr.(R) ❑ Mrs.(S) ❑ Ms.(Z) ❑ Dr.(D)

Name: _____
LAST FIRST MIDDLE

Please check appropriate class:

❑ WVSC Student(UG) ☒ WVGC Student(GD) ❑ Special (QT)

❑ WVSC Staff(ST) ❑ WVGC Faculty(FC) ❑ WVSC Faculty(FC)

Local Address: _____
STREET OR BOX NUMBER

_____
CITY STATE ZIP CODE

Permanent Address: (If same, write SAME) _____
STREET OR BOX NUMBER

_____
CITY STATE ZIP CODE

Local Phone: ( )_____ Other phone: ( ) _____

Social Security Number: _____

FIG. 3 FACULTY AND STAFF LIBRARY CARDS

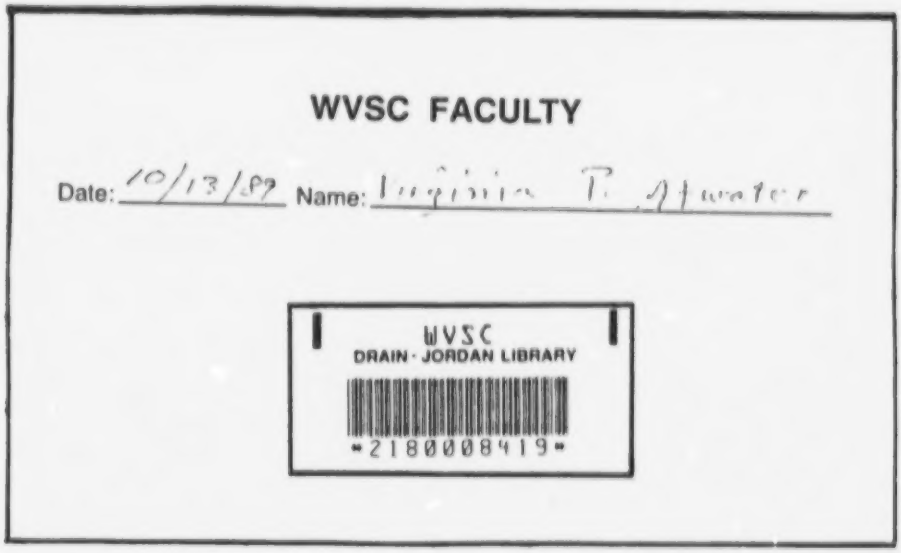


FIG. 4 SPECIAL CARD

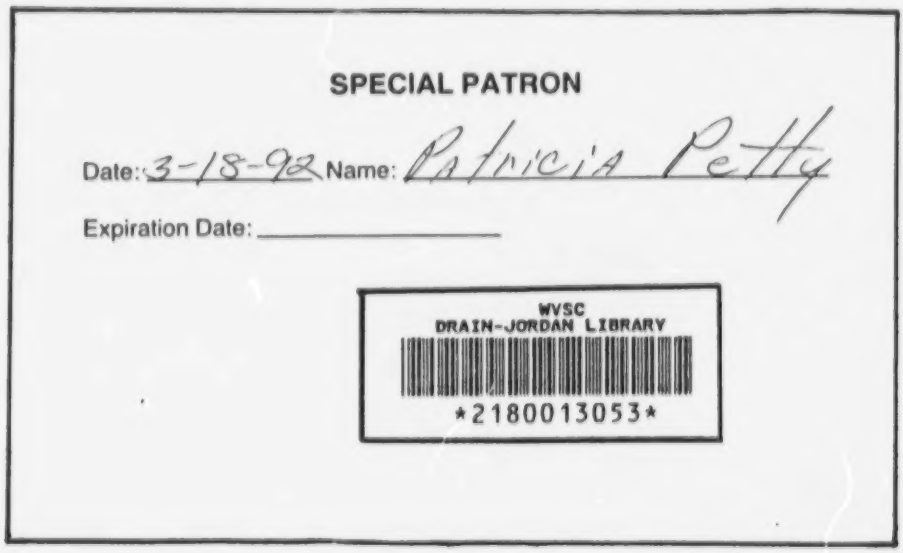


FIG. 5 DATE DUE CARD

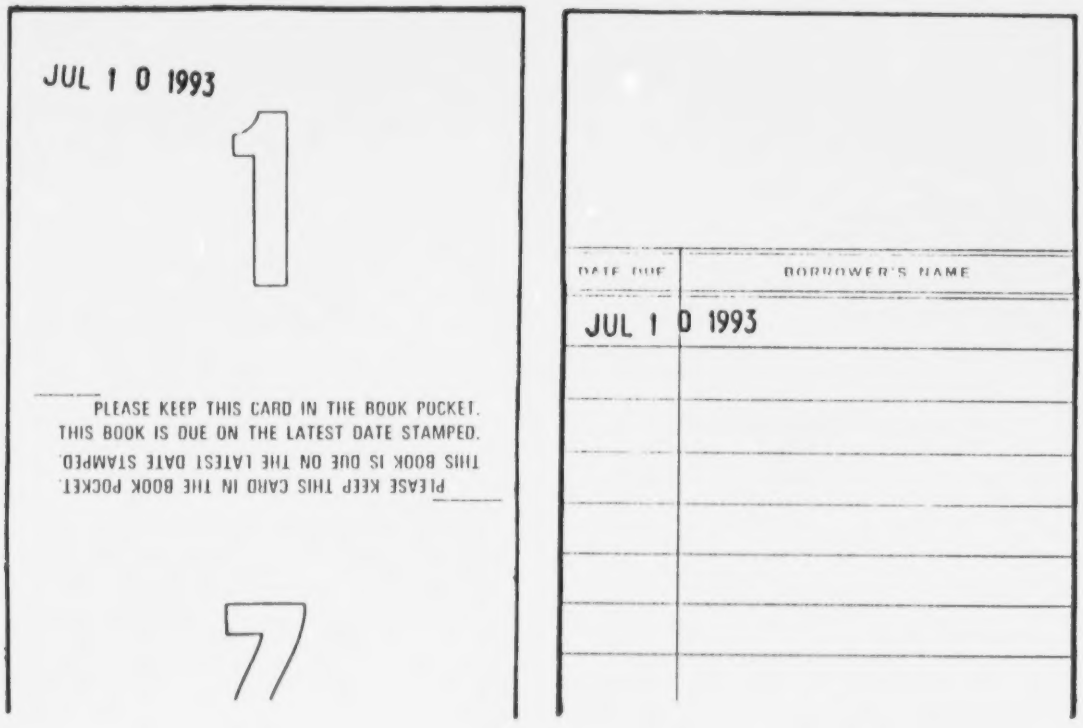

JUL 1 0 1993
1
PLEASE KEEP THIS CARD IN THE BOOK POCKET.
THIS BOOK IS DUE ON THE LATEST DATE STAMPED.
PLEASE KEEP THIS CARD IN THE BOOK POCKET.
THIS BOOK IS DUE ON THE LATEST DATE STAMPED.
77
DATE DUE
BORROWER'S NAME
JUL 1 0 1993

FIG. 6 BARCODED BOOK CARD

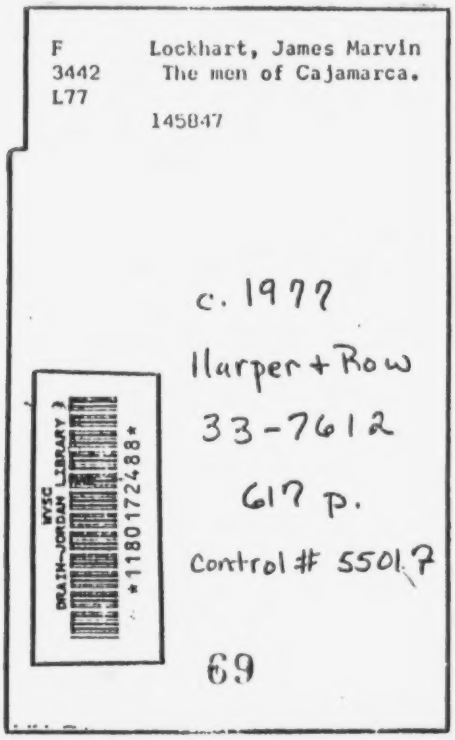


FIG. 7 MANUAL CIRCULATION FORM

CIRCULATION BACK-UP SYSTEM

DATE	PATRON NUMBER	LAST NAME	ITEM NUMBER	INI-TIAL	ENT'D BY
5/16	2180003013	Smith, J.	1190030210 1180130081	M.B.	ST.

FIG. 8 COMPLETED RECEIPT

DATE May 26, 1992 RECEIPT NUMBER 005080

RECEIVED FROM Roger LeMasters

Address

Six and 50/100 DOLLARS $ 6.50

FOR FINES CASH # 2180003456

ACCOUNT			HOW PAID		
BEGINNING BALANCE			CASH		
AMOUNT PAID			CHECK		
BALANCE DUE			MONEY ORDER		

BY Monica Brooks

MADE IN U.S.A. © WilsonJones, 1988

BEST COPY AVAILABLE

FIG. 9 BOOK ENTRY IN BOOKS IN PRINT

CLASSICAL TRADITION IN WEST EUROPEAN

Classical Tradition in West European Farming. G. E. Fussell. LC 77-181502. 237p. 1972. 18.50 (*0-8386-1090-0*) Fairleigh Dickinson.

Classical Traditions in Early America. Jo n W. Eadie. LC 76-51864. 265p. (Orig.). 1976. pap. 10.00 (*0-685-04941-8*) Trillium Pr.

Classical Tragedy: Greek & Roman. Intro. by Robert W. Corrigan. 376p. (Orig.). 1990. pap. 12.95s (*1-55783-048-0*) Applause Theatre Bk Pubs.

Classical Transmitters in the CNS, Pt. II. A. Bjorklund et al. (Handbook of Chemical Neuroanatomy Ser.: Vol. 3, pt. II). 1985. 153.50 (*0-444-90352-4*) Elsevier.

Classical Transmitters in the CNS, Pt. I. Ed. by A. Bjorklund et al. (Handbook of Chemical Neuroanatomy Ser.: Vol. 2, pt. I). 1985. 165.25 (*0-444-90330-3*, Excerpta Medica) Elsevier.

Classics in Chinese Philosophy from Mo Tzu to Mao Tse-Tung. Ed. by Wade Baskin. (Quality Paperback: No. 274). 737p. 1974. pap. 14.50 (*0-8226-0274-1*) Littlefield.

Classics in Commercial Book Lending, Vol. I. LC 81-83354. 356p. 1981. 26.50 (*0-936742-03-1*) Robt Morris Assocs.

Classics in Commercial Book Lending, Vol. 2. Ed. by William W. Sihler. LC 81-83354 (Illus.). 368p. (Orig.). 1985. pap. text ed. 26.50 (*0-936742-24-4*) Robt Morris Assocs.

Classics in Coordination Chemistry: Twentieth-Century Papers (1904-1935, Pt. III. Ed. by George B. Kauffman. LC 67-26870. (Classics of Science Ser.). (Illus.). 1978. pap. text ed. 8.95 (*0-486-63496-9*) Dover.

*Classics in Group Psychotherapy. Ed. by K. Roy

Classics Library, 2 vols. Greek & Roman Classics. (Cliff's Notes Hardbound Library). 1989. lib. bdg. 100.75 (*0-931013-33-8*) Moonbeam Pubns.

Classics Made Easy: Level One. Brimhall. (Made Easy Ser.). Date not set. 6.95 (*0-685-32065-0*, 8413) Honors Ed Mus.

Classics: Major & Minor. Eric Blom. LC 74-166098. 312p. 1972. Repr. of 1938 ed. lib. bdg. 29.50 (*0-306-70793-7*) Da Capo.

Classics No. II: The Most Interesting Ideas & Concepts from the Literature of Investing. Ed. by Charles D. Ellis & James R. Vertin. 1991. 42.50 (*1-55623-358-7*) Busn One Irwin.

Classics of American Librarianship, 8 vols. A. E. Bostwick. 1973. 1500.00 (*0-87968-879-3*) Gordon Pr.

FIG. 10 OVERDUE NOTICE

0100 [illegible] APT 1370Holt, Rei[illegible] res[illegible]OUE # [illegible]
0127 [illegible] A94 190American Dollar [illegible] bill ODUE # [illegible]

[illegible]ISC [illegible]INATION,GRADES AND [illegible]
[illegible]RIPTS WILL BE WITHHELD
UNTIL [illegible]TIALS ARE RETURNED.

ALAN D FRANKS
1500 BRIDGE ROAD [illegible]

CHARLESTON [illegible]

BEST COPY AVAILABLE

FIG. 11 TRANSCRIPT LIST FROM REGISTRAR

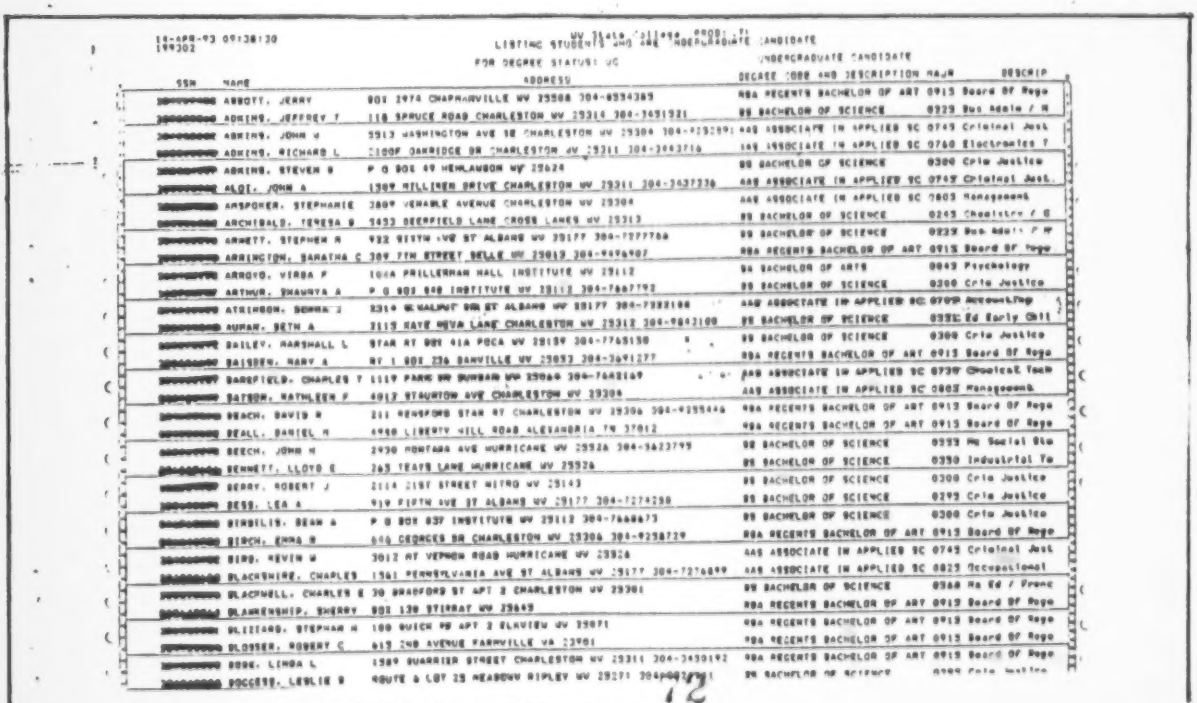
TRANSCRIPT REQUEST LIST----------

NAME AND SS N		ADDRESS	TRANS
COX, Terry V.	[redacted]	944 24th St., Apt. 102 Virginia Beach, VA	3.00
DRENNER, Samantha	[redacted]	Box 70 Wilkinson, WV 25663	3.00
FOREMAN, Travis	[redacted]	P. O. Box 1495 Clendenin, WV 25045	
FULKS, Brenda	[redacted]	5357 Upper Heath Creek Road Barboursville, WV	
HOFFMAN, Tamara	[redacted]	65 Breezy Place Elkview, WV 25071	
HUFFMAN, Michelle	[redacted]	414 C King Street Dunbar, WV 25064	
LYONS, Susan	[redacted]	5319 Thorofare Road Clendenin, WV 25045	
REAVES, Robin	[redacted]	1607 Lozano Drive Vienna, VA 22182	
RICE, John Michael	[redacted]	#5 Ohio Avenue Charleston, WV 25302	3.00
MOORE, Joyce	[redacted]	20 S Austin Blvd. Oak Park, IL	3.00
ROGERS, Sonja	[redacted]		
SMITH, Martha	[redacted]	6558 Carriage Lane #1 Union City, GA 30291	
SULLIVAN, Rhonda	[redacted]	Rt. 1 Box 74 Buffalo, WV 25033	3.00
TELISKO, Susan	[redacted]	Box 297 Glasgow, WV 25086	6.00
TWYMAN, Brison	[redacted]	110 Peachtree Ct. Charles Town, WV 25414	3.00
WHITE, Fred A.	[redacted]	209 Harry S. Truman Dr., Apt. 22 Upper Marlboro,MD	
HERALD, Dena Jo	[redacted]	P. O. Box 763 Uneeda, WV 25205	
		TOTAL	$24.00

RECEIVED
MAY 24 1993
DIRECTOR'S OFFICE

Out of order

FIG. 12 GRADUATING SENIOR LIST FROM REGISTRAR



BEST COPY AVAILABLE

FIG. 13 BANNER CLEARANCE LIST

LIBRARY CLEARANCE
BANNER SYSTEM

SSN	NAME	DATE	CLEARED
121-06-0011	BROWN, JOE	03/16/91	✓
636-11-0382	KELLY, MARY	03/16/91	✓
333-22-4044	SMITH, TAMI	03/18/91	✓

FIG. 14 BANNER PATRON SCREEN

```
Form: SOAHOLD   1.7        UV State College (PROD:1.9)          24-MAY-93 14:14:15
                           HOLD INFORMATION FORM

Id: 000000000   Name: WOODS MONICA A

                          ---- HOLD ENTRY ----

Hold Type:                                  From: 24-MAY-93  To: 31-DEC-99
  User: UPSSBROWN                           Rel: N           Amount:
Reason:                          Orig:

Hold Type:                                  From:            To:
  User:                                     Rel:             Amount:
Reason:                          Orig:

Hold Type:                                  From:            To:
  User:                                     Rel:             Amount:
Reason:                          Orig:

Hold Type:                                  From:            To:
  User:                                     Rel:             Amount:
Reason:                          Orig:

Query caused no records to be retrieved.
Cle  Rec  Mode: Replace  Page 1                              Count: 00
```

BEST COPY AVAILABLE

FIG. 15 REFUND SHEET

REFUND FORM

TO: Office of Fiscal Affairs
Cashier's Office

Date: 4/13/93

Please Reimburse TRACIE ADAMS

Address 114 Straight Street Apt. 1 Ripley, WV 25271

Phone (304)776-8215 Social Security No. [redacted]

in the amount of $ 26.20 for book(s) lost and paid for and then found and returned.

Authorized by: _____

Account No.: 8628-43-110-14 CUFS: 43I/1/0114-4998 D

NOTE: After submitting to cashier, check processing time is 2-3 weeks.

Signature of person completing form: _____

FIG. 16 RESERVE BOOK CARD

WEST VIRGINIA STATE COLLEGE
LIBRARY ONLY THE LIBRARY

Call No. PERSONAL COPY
Author U.S. DEPT. OF LABOR
Book Title DICTIONARY OF OCCUPATIONAL TITLES (SUPPLEMENT) 1986

This book MUST be returned to the Loan Desk before the borrower leaves the Library.

Name Cynthia Ayoker
Library Card No. 11487

Name [illegible]
Library Card No. [illegible]

Name Jennifer Rader
Library Card No.

Name
Library Card No.

74

W.V.A. COLLEGE OF GRADUATE STUDIES
LIBRARY USE ONLY

COPY# 1 DEUTSCH

CALL NO: PERSONAL COPY

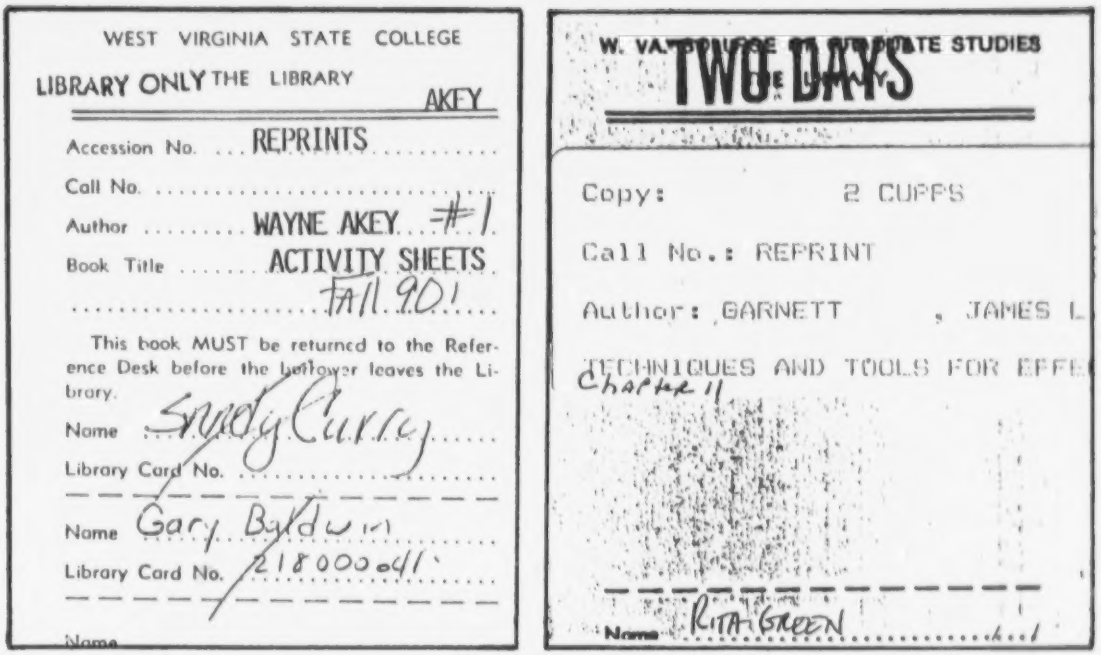
AUTHOR: WEST PUB.
SELECTED ENVIRONMENTAL LAW
STATUTES 1992-1993 ED. EDITION

Name
Library Card No.

Name

BEST COPY AVAILABLE

FIG. 17 RESERVE REPRINT CARD



WEST VIRGINIA STATE COLLEGE

LIBRARY ONLY THE LIBRARY AKEY

Accession No. ... REPRINTS

Call No. .....

Author ..... WAYNE AKEY #1

Book Title ..... ACTIVITY SHEETS

..... FALL 90 .....

This book MUST be returned to the Reference Desk before the borrower leaves the Library.

Name ..... Sandy Curry .....

Library Card No. .....

Name Gary Baldwin

Library Card No. 21800041

Name

W. VA. COLLEGE OF GRADUATE STUDIES

TWO DAYS

Copy: 2 COPYS

Call No.: REPRINT

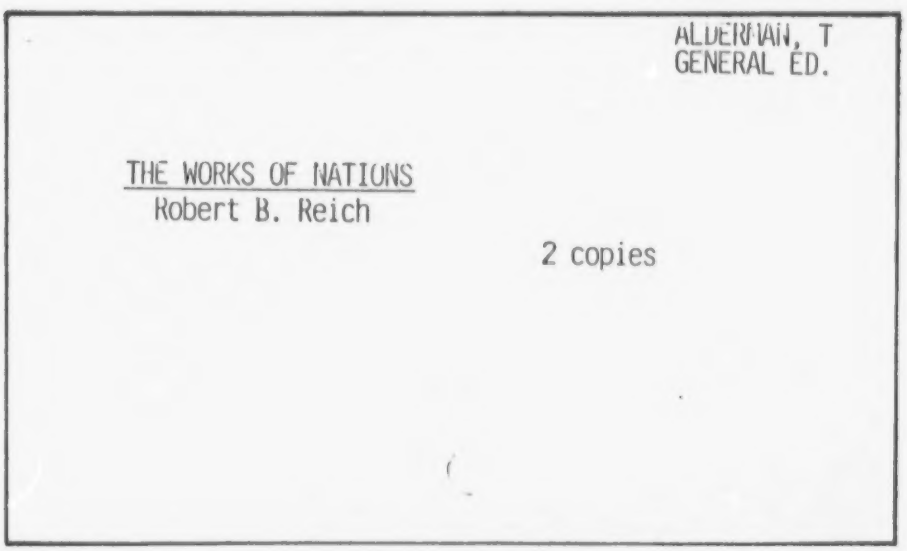
Author: GARNETT , JAMES L.

TECHNIQUES AND TOOLS FOR EFFE

Chapter 11

Name RITA GREEN

FIG. 18 PROFESSOR'S CARD FOR FILE



ALDERMAN, T
GENERAL ED.

THE WORKS OF NATIONS
Robert B. Reich

2 copies

BEST COPY AVAILABLE

FIG. 19 PERIODICAL CALL SLIP

WEST VIRGINIA STATE COLLEGE
DRAIN-JORDAN LIBRARY
PERIODICAL CALL SLIP

Today's Date MAY 27, '93

Title VOGUE

JAN. 1991

Date of Periodical

Bobbi Stevens
Signature

Library Card No. 2180003016

Periodicals may not be taken from library building. Return items to the periodical desk.

FIG. 20 DAILY ENTRY SHEET

DRAIN-JORDAN LIBRARY DAILY ACCOUNTING OF FUNDS

				WVSC						COGS									
Name	Date	IN/OUT Time	Amount of Money Recv'd.	Fines Paid	Recp't. No.	Paid Lost Books	Recp't. No.	Re-Funds	Recp't. No.	Photo-Copies	Copy Re-Funds	Paid Lost Books	Recp't. No.	Total Cash/ Chks. Rec'd.	*Money Rec'd. + Receipts	Total Re-Funds	Total	Diff
BROWN	1/3/90	8:00 AM	$50.00	$3.00	60612			.10							$3.10		$53.10	OK

*Add Fines Paid + Paid Lost Books + Amount of Money Received when you signed in for "Money Received + Receipts" total.

Write N/A in space if there was no financial transaction during your block of time at the desk.

If there is a discrepancy in the amount on hand and the amount reported, write an explanatory statement, date, sign, and attach to this form.

EHS 5/89

BEST COPY AVAILABLE

I. SUMMARY OF VTLS COMMANDS

1/Item ID
2/Patron ID
  (followed by patron or item barcode scan) SAME AS 1/ OR 2/
A/Author
S/Subject
T/Title
C/Call number

/I	Charge In
/O	Charge Out
/X	Charge Out "End of Semester" Due Date
/D	Charge Out (Due date set by any number of days)
/R	Renewal
/P	Patron Record Entry
/Set	Used with patron Activity Screen, Allows Retrieval of Activity Screen with /Get PA command
N/name	Patron Name Search
/Get PA	Retrieves last Patron Activity Screen Where set Command was used.
F	Displays FINE Record
P	Displays PATRON Record
PA	Displays PATRON ACTIVITY Screen
BA	Displays PREVIOUS PAGE**** Screen
PS	Displays PREVIOUS SCREEN
NS	Displays NEXT SCREEN
SHOW	Redisplays Current Page/Screen; Modification
H	Entered from Marc, Card, Item, Or item Menu Screen. displays HOLDING screen.
HR	Entered from Marc or Item Screen, displays HOLD/RECALL Loan Screen
S	Entered from Marc or Item Screen, displays STATUS Screen
C	Displays CIRCULATION Screen
MA	Entered from Card, Holding, Item, or Item Menu Screen, displays MARC Screen
RNEW	To renew all books charged out to patron
/RESTART	Resets To Beginning
/DATE	Resets Terminal To Current Date if it Was Not Logged Off

II. SUMMARY OF VTLS BLOCK CODES

The following are blocks to be used with the new VTLS system upgrade in the Circulation Patron files when necessary.

CIRCULATION BLOCK CODES

BLOCK CODE		USER DEFINED BLOCKS
AA	ADDRESS	N
AF	ADDRESS/FINE	QU
AO	ADDRESS/OVERDUE	SO
FF	FINE	HE
FD	FINE/OVERDUE	CF
OO	OVERDUE	Q
XX	COMBINATION BLOCK	CS
LI	LOST ID	

PERIODICAL AND ACQUISITIONS MODULES ONLY

AG	AGENCY-CANNOT CIRCULATE
LA	AGENCY-CANNOT CIRCULATE

/OFFSET (n) If user wants to temporarily used an earlier date as current date, the number of days by which the current date is moved back is set by (n). This affects system calculations of overdues and fines. To restore current date, enter /OFFSET 0. Use this command for charge INS when the system has been down.

PATRON FINES, SCREEN COMMANDS

1. CLEAR - an error has been made
2. PART - when part of the fine is paid **and enter amount
3. FULL - all the fine is paid
4. DELETE - to clear one or more lines only, not to entire amount.

III. SUMMARY OF DESK ITEMS AND THEIR LOCATIONS

1. Book Sensitizer. SHELF BELOW LEFT HP.
2. Bookmarks. FRONT DESK BY HP'S.
3. Circulation statistics sheets. CLIPBOARD BETWEEN HP'S.
4. Circulation Stand-up file. SHELF BELOW RIGHT HP.
5. Current periodicals. BOOKCASE AND BELOW DESK.
6. Daily Log. BOOKCASE BY TELEPHONE.
7. Daily Reference desk schedule. BOOKCASE.
8. Date Due stamps. WOODEN FILE BOX.
9. De-sensitizing Brick. SHELF BELOW RIGHT HP.
10. Hold shelf. BOTTOM SHELF, BOOKCASE.
11. HP terminals to VTLS Circulation system. FRONT DESK.
12. HP light pens. FRONT DESK BY HP TERMINALS.
13. ILL loans and WVGC search materials. ILL DRAWER.
14. Keys. FRONT DESK, LEFT DRAWER.
15. Miscellaneous card files. FRONT DESK CARD DRAWERS.
16. Missing book cards. FRONT DESK WOODEN CARD FILE.
17. Money. FRONT DESK, RIGHT DRAWER.
18. Phone books and Circulation manual. SHELF BELOW PHONE.
19. Receipt books for fines and lost books. MONEY DRAWER.
20. Telephone. BOOKCASE.
21. WVGC Receipt book. FRONT DESK, LEFT DRAWER.
22. WVSC and WVGC barcodes. WOODEN FILE BOX BETWEEN HP'S.
23. WVSC and WVGC Reserve reprints. RESERVE DRAWERS.
24. WVSC and WVGC Reserve books. BOOKCASE.
25. WVSC Patron barcodes. SHELF BELOW RIGHT HP.

IV. SUMMARY OF BANNER PROCEDURES

1) Make sure you are in lower case. Change office phone over.
   Phone: *2 3116

2) Computer login procedure.

```
C>connect <ENTER>
Local> wvscrs6k     <ENTER>
login: brooks  <ENTER>
brooks' Password: _____________ <ENTER>
$ banner  <ENTER>
```

3) Now, when new BANNER screen appears, put caps lock on so everything is in uppercase once you get into the system.

```
New screen     <ENTER>
SOAHOLD   <ENTER>
```

4) You are now in the "Hold Information Form" and everything is the same as it was.

```
Id: 232225646  <PgDn>              |    <F4>      to exit
<Delete>       to delete hold      |    LH   Library Hold
<F12>          to commit changes   |
<Shift> <F7>   to continue         |
```

5) Name search if Id number is not found.

```
<Shift> <F3>          for name search screen
<Tab>                 to move to Last Name box
BROOKS    <Tab>       to move to First Name box
M%   <Home>           to search
<End>                 to start a new search
<Ctrl> <K>            to pull file back to "Hold Information
                      Form" screen for changes
```

V. SUMMARY OF VTLS LIBRARY LOCATION CODES

LOCATION	CODE
Acquisitions office Use	0178
Archives	0103
Bound Periodicals- First Tier (WVGC)	0629
Bound Periodicals- First Tier (WVSC)	0628
Cataloging Office Use	0174
Cataloging Department (WVGC)	0505
Cataloging Department (WVSC)	0500
CD-ROM Workstations (Lobby)	0209
CD-ROM Cabinets	0190
Circulation Desk	0160
Circulation Desk 24 Hour Loan	0202
Circulation Office Use	0173
COGS Acquisitions Use	0188
COGS Beckley Campus	0791
COGS Bluefield	0794
COGS Clay	0798
COGS Concord	0797
COGS Director's Office Use	0187
COGS Huntington	0799
COGS ILL Office Use	0186
COGS Jackson Co. Public Library	0796
COGS Madison	0790
COGS Montgomery	0770
COGS Off-Campus Reserves	0401
COGS Off-Campus Reference	0400
COGS Office Use, Room 26	0185
COGS Parkersburg	0795
COGS Pineville	0771
COGS Ravenswood	0772
COGS Summersville Campus	0792
COGS Welch	0773
COGS WVSOM-Lewisburg	0793
Computer Room Office Use	0175
Director's Office Use	0171
Display Cabinets	4720
ILL Office Use	0177
IMC	0350
IMC Study Table	0381
IMC Award Book Shelf	0380
IMC Reference	0379
IMC Office Use	0176
IMC Oversize Shelf	0385
IMC Map Cabinet	0384
IMC Picture File Cabinet	0383
IMC Record Bin	0386
IMC Study Print Cabinet	0382
Index Tables	0300
OCLC Room Office Use	0179
Office Use, Room 17	0180

Periodicals Room	0600
Periodicals Room- Magazine Form (WVSC)	0638
Periodicals Room- Magazine Form (WVGC)	0639
Periodicals Room- Microfiche (WVSC)	0608
Periodicals Room- Microfiche (WVGC)	0609
Periodicals Room- Microfilm (WVSC)	0618
Periodicals Room- Microfilm (WVGC)	0619
Periodicals Room- Newspaper Area (WVSC)	0648
Periodicals Room- Newspaper Area (WVGC)	0649
Qto. (Oversized Books) Ref. Back wall	0102
Reference	0101
Reference Desk	0170
Reference Office Use	0172
Reference Room- Table 1	0206
Reference Room- Table 2	0207
Reference Room- Map Cabinet	0205
Reserves at Circulation Desk	0201

VI. TIER AND FLOOR LOCATION CODES

CALL NO.	CODE	CALL NO.	CODE
A	111	LC-LZ	131
B-BF	112	M	133
BG-BZ	113	N	134
C	115	P-PQ5999	135
D-DT99.9	116	PQ6000-PT	136
DT100-DZ	117	PU-PZ	137
E	119	Q-QC	138
F	121	QD-QZ	139
G	122	R	141
H-HE	123	S	142
HF-HS	125	T	143
HT-HZ	126	U	146
J	127	V	147
K	128	Z	148
L-LB1050.9	129	Qto.	102
LB1050-LB9999	130	Ref.	101

INDEX

$5 processing fee, 33
3M Tattle Tape, 16

A
Academic Affairs, 8
accession number, 15
accounting of funds, 2
Acquisitions Technical Assistant, 33
additional services, 34
alarm, 14,16
alarm door key pad, 57
alarm doors, 57
amnesty, 27
annual reports, 49,50
answering the phone, 53
application card, 6,7,8,9
articles on reserve, 42
assigning bindery status, 51
at bindery status, 51,52
automated circulation system, 28

B
backpacks, 16
Banner registration computer, 28
Banner, 28,29,30,31
Banner clearance, 29,30
Banner blocks, 31
barcode numbers, 21,25,34,35
barcodes, 2,4,7,8,13,14,15, 17,18,21,34,52
barcoding procedures, 14
batch renewals, 18
bibliographic level, 34
bibliographic information, 26
billing letters, 27
bindery slips, 52
bindery, 51,52
blocked, 28,31
blue reserve cards, 38,40
book drops, 20
book stacks, 12,37
book bags, 16
book sensitizer, 13,14
book record, 24
book check unit, 19
book pocket, 14
book trucks, 4
Books in Print, 25,37
borrowers, 3,34
borrowing activities, 49
brown file cabinet, 5,43,46
building security system, 57

C
call pick-up, 53
call numbers, 14,35,36,54
Campus Police, 57
cash, 24,25,45
cash drawer keys, 55
Cashier, 32,33
Cashier's Office, 6,13
Cashier's sticker, 6
cassette tapes, 17
catalog cards, 41
Cataloging, 52,54
Cataloging Department, 15,19
change drawer, 46,54
change machine, 45
change, 1,2,45,54
chapters from books on reserve, 42
charge out cards, 42
charge in/out periodicals, 44
charge in/out of reserves, 38,40
charge in/out, 2,3,4,9,12,13, 14,15,18,19,21,24,34,36
charge in/out reserves, 42
checks, 24,25,45
chemical leaks, 58
circuit breakers, 56
circulation, 12
circulation of materials, 12
circulation statistics, 2
circulation agreement, 6,7
Circulation Department, 1
Circulation Librarian, 7,1 23,24,26,27,28,35, 36,37,38,48,49
clearance letters, 30
clearance procedures, 29
clipboard, 21,45
closing desk, 2,3

College Union, 55
completed applications, 5
computer downtime, 21
computer disks, 17
computer files, 32
computer-generated notices, 27
controlled periodicals, 2,4,44
copier malfunctions, 45
copier refunds, 45,54
copiers, 5,54
copying service, 45
copyright, 15
courtesy reminders, 27
current periodicals, 4,44

D
daily stacks sheet, 21
daily statistics, 49
daily entry sheet, 46
daily accounting of funds, 46
date due card, 13
date due, 17
date-due stamps, 3
default date, 12
default command, 12
delinquencies, 21,23,28,32
desensitize, 14,16,17,43
designating ownership, 24
desk maintenance, 4
desk keys, 3
desk terminals, 3
desk closing, 2,3,4
desk opening, 2,3
dimes, 45
diplomas, 28
Director of the Library, 20
Director's Secretary, 46,54
Director's Office, 48
disabled patron tables, 58
disabled patrons, 58
discipline, 48
dismissal of student workers, 47
door alarm key, 55
drop boxes, 20
drop box keys, 55
due date, 17,18
duplicate barcode, 15
duplication, 14

E
electronic security system, 14,16
emergency procedures, 58
emergency authorities, 58
emergency exits, 57
emergency box key, 55,58
exit alarms, 57

F
faculty stamp, 13
faculty children, 8
filing refunds, 33
Financial Aid, 47,48
fines, 1,2,19,21,23, 24,27,28,32,33
fines receipt book, 24
fines book, 24
fines list, 21
five dollar processing fee, 33
flagged for batch renewal, 18
found, 36
frequently called numbers, 53
front doors, 58

G
general renewals, 17
general circulation, 1
goals and objectives, 50
grace period, 23
grades, 31
graduate student, 7
graduating seniors, 28,31

H
hardback books, 25
health emergencies, 58
hearing impaired workstation, 59
hearing impaired patrons, 59
high-use periodicals, 44
hold information form-Banner, 31
hold shelf, 36
Hold for Cataloging, 19
holds/recall, 34
holds, 3,19,34,35

I
I.D. number field-Banner, 31
I.D., 6
identification card, 6
ILL, 27,55,56
IMC, 17,18
IMC Only, 18
IMC key, 55,58
IMC radio box, 58
in-house use, 50
in-house books, 4
inactive patron files, 7
incident report, 16
incoming calls, 53
index tables, 4
Instructional Materials
Center, 17,18
Interlibrary Loan
Technical Assistant, 55
Interlibrary Loan, 27
Interlibrary Loan
materials, 56

K
Kanawha Valley Graduate
Center, 14
key rings, 55
key pad, 57
keys, 20,55

L
LCCN, 15
Librarian on duty, 16,57,59
library card number, 12
library holds, 28,29,31
library ownership, 14
library doors, 58
library use only, 40,42
Library Director, 9,20,37,48
Library of Congress
Classification Number, 15
library-owned reserves, 38
library-owned books, 40
light pen, 2,3,4,6,7,13,17,18
lights, 3
loading dock, 20
loan periods, 17
location code, 19
location, 34
locked file cabinet, 46
locking doors, 5
log off, 5
login for Banner, 30
logon, 3
lost I.D. cards, 7
lost books, 45
lost materials, 28
lost and found, 55
lost books, 24,29,33,47
lost books, 1
lost book procedures, 25
lost book receipts, 24
lost and paid status, 26
lost and paid, 26

M
magnetized security strip, 14
manual new patron entry, 22
manual circulation
sheet, 21,22
manual procedures, 22
MARC record, 15
marquis keys, 55
materials circulation , 12
maximum fine, 23
method of payment, 24,25
microforms, 1
misconduct, 58
misplaced I.D. cards, 7
misshelved books, 47
missing book tray, 36
missing book cards, 35,36,37
missing books, 35,50
monetary penalties, 23
money, 3,5,25,26,45,46
money accounting, 45,46
money transactions, 2,3
money drawer, 25,26
monies received, 24
monthly statistics, 49
monthly reports, 49

N
new books, 54
new patron files, 4,21,22
new money bag, 46
night desk attendant, 46
non-library owned
materials, 41,55
non-library owned reserves,

O
OCLC, 15
one week loans, 39
open book stacks, 12
opening desk, 2,3
operating problems, 54
order cards, 26
OT status, 23
other blocks, 31
other borrowers, 10
outside drop box keys, 55
outside book return, 20
outstanding fines, 27,28,29,33
overdue notices, 27
overdues, 1,2,18,19,
27,29,32,35
ownership of
materials, 24,25,36,52
ownership of reserves, 41

P
paper trays, 3
paper for copiers, 54
paperbacks, 25
password for Banner, 30
patron class OT, 10,17
patron class TR, 10,17
patron files, 3,6,7,19,21,23,
25,27,28,35,50
patron activity, 23,24
patron number, 21,22
patron registration, 6
payment by cash, 24,25,45
payment by check, 24,25,45
pencil sales, 45
periodical call slip, 44
periodicals, 16,44
personal checks, 24,25,45
personal copies on
reserve, 40,41,43
phone renewals, 17
photocopiers, 1,3,5,54
pink copy of receipt, 26
pink flag, 19
plastic library card, 7,8
power failures, 56
problems, 3,19
public service, 2,3,53
public terminals, 3
publication date, 15
publisher, 15

R
readmittance, 27
ready card indicator, 4
recalls, 35
receipts, 2,18,23,24,25,32,33
records, 1
red light, 14,19
Reference Department, 16,55
Reference Desk calls, 53
referrals, 3
refund sheet, 33
refunds, 1,33,45,54
registering new patrons, 6,43
Registrar, 4,28,30,32
registration, 28,29,30,31
renewal of overdues, 18
renewing materials, 17,18
reordering procedures, 26
reprint reserve procedures, 41
reprints on reserve, 43
requesting patron, 19,34,36
reserve file folders, 41
reserve request forms, 40,43
reserve materials, 2,4,38,
41,42,43
reserve status, 41,43
reshelve, 4,35,36,37
returned holds, 34
rnew, 18
rough call number order, 19

S
schedules, 47
Secretary, 33,46
security stripped books, 50
security stripped reserves, 41
Security, 16,57,58
senior blocks, 28
sensitize, 4,14,16,19
shelter in place, 58
sight impaired workstation, 59
sight impaired patrons, 59
sirens, 58
SOAHOLD-Banner, 30
Social Security number, 6,
7,24,27,29,30,31,32,35
special assistance, 58
special card holders, 9,17

special OT patron, 9,23
special group member's card, 11
special status, 37
special status-reserve, 41
spreadsheets, 49
stacks, 12,25,35,36,37,47
staff directories, 8
staff lounge key, 55
stand-up reserve card file, 38,40
Stand-up file, 7,10,30
State-wide Borrower's card, 10
statistical reports, 49
statistics sheet, 4,5
statistics, 49,50
status, 26
stealing materials, 16
stripped, 14
student workers, 47,48
student I.D. card, 6
student identification, 6
student schedules, 47
Student Assistants, 36,47,48
supervision of student workers, 47,48
switchboard operator, 58
system downtime, 21

T
tapes, 17
tattle tape, 16
telephone, 53
ten-day grace period, 23
textbooks, 16
theft, 16
third Monday and Tuesday, 27
time sheets, 48
title page, 14
toner, 54
TR status, 23
training of student workers, 48
transcript lists, 28,32
transcript requests, 4
transcripts, 27,28,31
transfer of student workers, 47
transferring calls, 53
two day loans, 39

V
validation, 13
VHS tapes, 17
videos, 17
VTLS passwords, 3

W
wand, 2,3,6,7,13,17
weekend accounting of funds, 46
West Virginia State College, 1,6,8,39
West Virginia Graduate College, 1,6,7,8
white reserve cards, 38,39
white copy of receipt, 25,26
wooden tray, 15
wooden card box, 8
work study students, 47
workroom, 3
written permission, 8
WVGC barcode, 7
WVGC staff registration, 8
WVGC faculty registration, 8
WVGC, 6
WVGC student registration, 7
WVGC reprints on reserve, 39, 40
WVSC faculty registration, 8
WVSC, 6
WVSC articles on reserve, 39
WVSC staff registration, 8
WVSC student registration, 6
WVSC reserve books, 38
WVSC reprints on reserve, 39
WVSC barcode, 6

Y
yellow card, 8
yellow application card, 7

Z
zero circulation count, 51